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*Bar Harbor*

*Age-Friendly Community*

*Survey Results*

*May 2018*

*Prepared by the*

*UMaine Center on Aging*



## **Contents**

3.....	Introduction
3.....	Background
3.....	Key Findings
4.....	Methodology
4.....	Limitations
5.....	Demographics
6.....	Satisfaction Ratings
6.....	Outdoor Spaces and Public Buildings
8.....	Transportation
12.....	Housing
15.....	Social Participation
17.....	Respect and Social Inclusion
19.....	Civic Participation and Employment
20.....	Communication and Information
21.....	Community Support and Health Services
25.....	Age-Friendly Domain Priorities
25.....	Age Differences
26.....	Open Response Results
31.....	Discussion and Recommendations
33.....	Appendix

## **Introduction**

The following report presents the findings from the Bar Harbor Task Force of Aging community survey. The survey was administered between January of 2018 and February of 2018 in the town of Bar Harbor. The survey queried respondents about the eight domains of livability, a framework developed by the World Health Organization and adopted for use in the AARP Age-Friendly Community initiative. The eight domains of livability outline the characteristics of a community that are necessary for ensuring the health and wellbeing of community members of all ages. Survey results were analyzed by the UMaine Center on Aging and this report provides key findings, an in-depth examination of survey results, and recommendations provided to the Committee about implications of survey findings for the town's age-friendly action plan, which will outline steps the town will take to continue to strengthen Bar Harbor as an age-friendly community.

## **Background**

The Bar Harbor Task Force on Aging was established by the Town Council in May 2016 to *provide services and advocacy that enable older residents of Bar Harbor to live in the community for as long as possible as well as provide programs geared to keeping older adults active and engaged in the community*. Bar Harbor was designated an Age Friendly Community by AARP Maine in 2017. The Task Force developed this survey of senior residents with the assistance from AARP Maine and The University of Maine Center on Aging. Funding was provided by a grant from AARP Maine. Survey results will guide the Task Force in developing action plans for the town council focused on the goal of being a community where senior residents can live and thrive. Task Force members are: Doreen Willett, chair; Bonnie Lundquist, vice chair; Dean Booher, secretary; Jan Varnum; Barbara MacPike; Martha Searchfield; Judi Noonan.

## **Key Findings**

- More than 95% of respondents are generally satisfied with Bar Harbor as a place to live.
- The vast majority of survey respondents (93.1%) wish to remain in Bar Harbor as they age.
- Availability of parking and sidewalk conditions were the areas of greatest dissatisfaction among survey respondents in regards to outdoor spaces and public buildings in the town. Quality of signage, availability of benches, and safety of walking spaces were areas of highest satisfaction.
- The vast majority of respondents (86.4%) drive themselves as a usual mode of transportation for errands, medical appointments, and other needs. Respondents saw being able to drive as key to their ability to travel, being identified as important by 98% of respondents.
- Transportation was identified as being a problem for 15.4% of the respondents. There was no single barrier to transportation that was significantly more prevalent than any other.
- Inability to do maintenance/lack of assistance needed (45.3% of respondents) and health challenges (42.5% of respondents) were the factors most likely to cause individuals to move from their home.
- A significant portion of respondents (44.6%) stated they don't know about whether there are sufficient senior housing options for residents 50 and older, while 42.6% feel there are not.
- Single level apartments or condos are the preferred living situation for individuals, with house sharing between non-related people being the least desirable. The second most desirable living situation was senior housing communities, although multi-generational housing communities were of similar desirability.
- While the majority of respondents stated that they have regular social connections, 13.7% said that they spend time with friends, family, or neighbors less than once a month, and 5% said they never do.

- The biggest barriers to socializing that were identified by respondents were the timing of events (selected by 31.3% of respondents) and finding out too late about events (selected by 24.3%).
- A large majority of respondents (83.8%) feel that older residents are respected in the community at least most of the time. When survey recipients were asked whether they had ever been treated disrespectfully because of their age, 12.9% said yes.
- Slightly more than 1 in 10 respondents stated that they wish there were more flexible job opportunities for older adults or job training to learn new skills.
- Newspapers are the most commonly used source of information about town government and community and social events among survey respondents.
- More than 90% of respondents feel they have sufficient internet access.
- Health was only perceived as a significant barrier to taking part in needed and desired activities by 7.3% of respondents.
- A hospital stay in the previous year was reported by 39.9% of individuals. Among these individuals, nearly a quarter had a hospital stay, and nearly half had been to the emergency department.
- In terms of access to health services, accessing medication and medical equipment was the largest challenge, with 18.2% identifying these as services they have been unable to access.
- Help with home maintenance was the most desired community support service that was also not perceived as being readily available.
- When asked about the priority areas for making Bar Harbor a place where they can remain as they age, housing was the top issue, identified by 55.3% of respondents, followed by transportation (42.3%), and community support and health services (32.0%).

## **Methodology**

- The survey was developed by the Bar Harbor Task Force on Aging.
- The survey was distributed between January of 2018 and February of 2018.
- The overall survey sample contains data gathered through paper and electronic surveys collected through convenience sampling methods. These included surveys distributed at town locations and groups such as the town office, library, senior housing complexes, Island Connections, churches, YMCA, YWCA, etc., and via an electronic link on the town website.
- The sample consists of 369 individuals, all registered voters of Bar Harbor.
- According to the 2012-2016 American Community Survey 5-Year Estimates, individuals age 50+ accounted for 45.3% of the 5,329 individuals in Bar Harbor, or approximately 2,414 individuals. The 369 people in the survey sample analyzed accounts for approximately 15.3% of this 50+ population.
- In the figures within the report, the analysis was conducted on the full sample of 369 individuals. For questions with a significant number of non-responses or if the analysis is on a subset of the overall sample, this is noted in the figure.

## **Limitations**

The most significant limitation of the survey stems from the use of a nonprobability sample. An attempt was made to mail paper surveys to all individuals 50+ in Bar Harbor identified through the State of Maine voter registration list. It is recognized that all persons did not receive the survey and did not have the opportunity to participate. Because of this, it is not possible to make judgements about how likely it is that the results found among the sample are representative of the overall population of individuals 50 and older living in Bar Harbor.

## Demographics

In terms of survey respondent demographics, all 369 participants were registered to vote in Bar Harbor. The following table compares the estimated age group populations of Bar Harbor from the American Community Survey (ACS) 5-Year Estimates to those in the survey sample.

Age Group	ACS	Survey Sample
50-60	41.5%	34.7%
61-70	33.3%	38.8%
71-80	13.6%	18.6%
81+	11.5%	7.9%

The survey sample was 37.9% male and 62.1% female (Figure 2). The American Community Survey estimates put the 50+ population in Bar Harbor as being 45.7% male and 54.3% female.

Figure 1 - What is your current age?

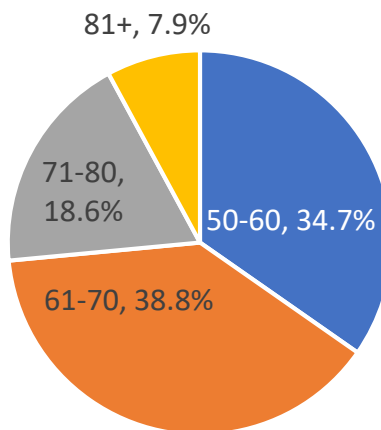
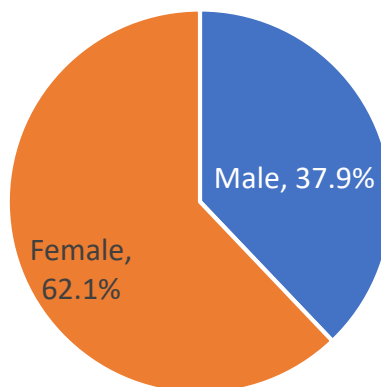


Figure 2 - Are you male or female?



## **Satisfaction Ratings**

Survey respondents seemed to have generally high levels of satisfaction with Bar Harbor and a desire to remain in the town as they age. Only 4.4% said they were not generally satisfied with Bar Harbor as a place to live (Figure 3), and only 6.9% of respondents do not wish to remain in Bar Harbor as they age (Figure 4).

Figure 3 - Are you generally satisfied with Bar Harbor as a place to live?

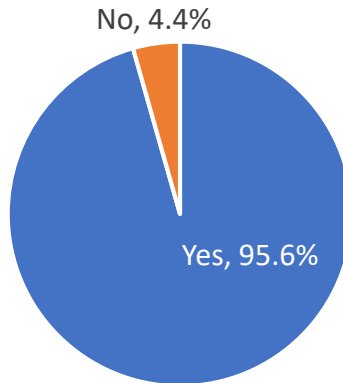
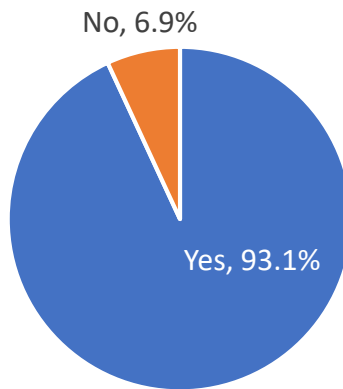


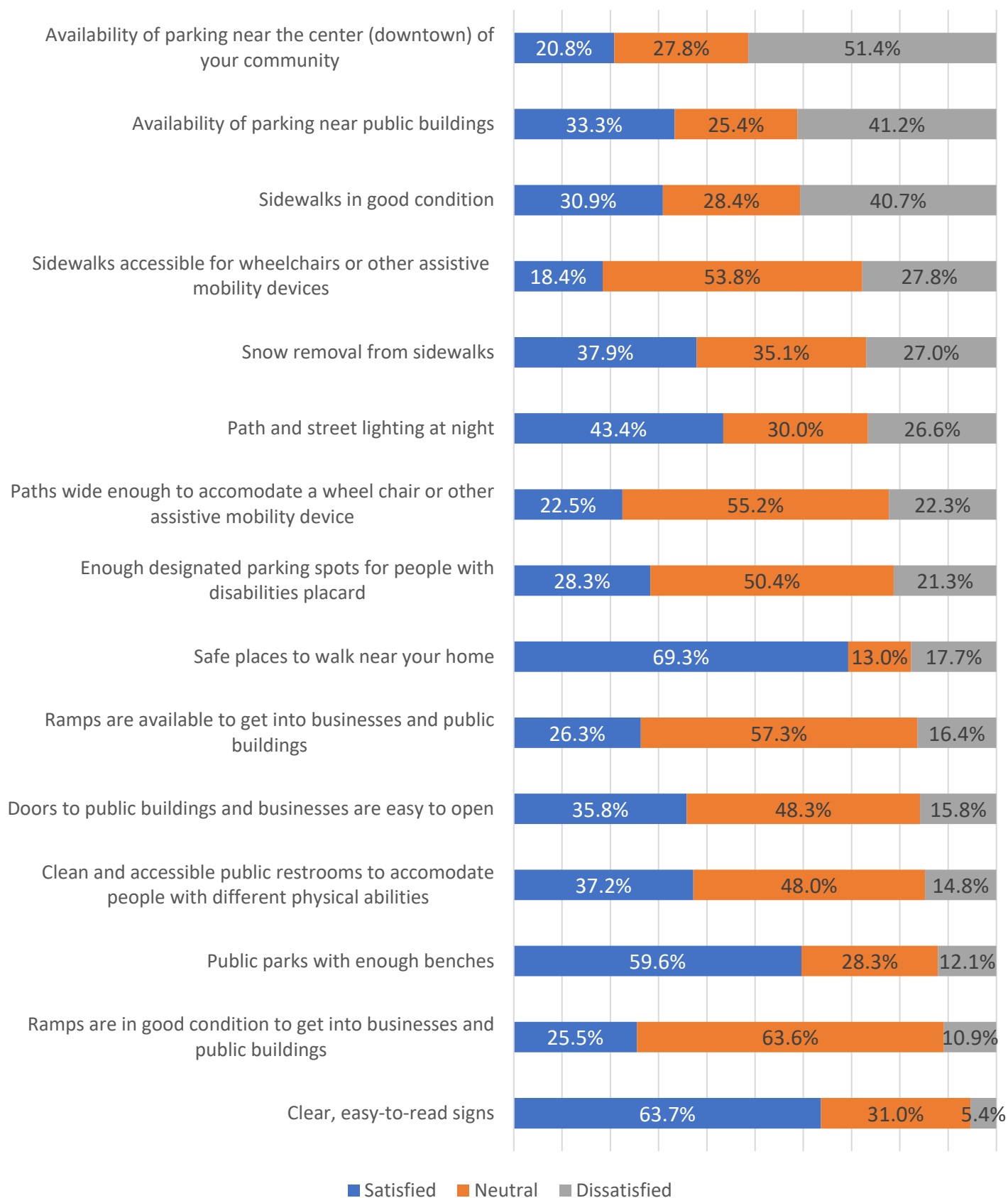
Figure 4 - Do you wish to remain in Bar Harbor as you age?



## **Outdoor Spaces and Public Buildings**

When asked to rate their satisfaction with various aspects of Bar Harbor's outdoor spaces and public buildings (Figure 5), parking availability, both downtown (51.4% dissatisfied), and parking near public buildings (41.2% dissatisfied) were the areas of greatest dissatisfaction. Sidewalk condition was the third most prevalent area of dissatisfaction with 40.7% being dissatisfied with this area. Areas of highest satisfaction include safety of places to walk near home (69.3%), high quality signage (63.7%), and enough benches in public parks (59.6%).

Figure 5 - Please rate the following in your community:



## Transportation

In terms of transportation, the respondents to the survey were generally highly mobile (Figure 6), with 90.7% indicating they can walk unassisted. The remaining individuals reported using a cane or walker (5.5%), or walking unassisted with difficulty (3.8%). The members of the sample rely heavily on driving themselves in order to access appointments, go shopping, etc. (Figure 7). However, a portion (27.1%), report walking as a transportation method they usually use. Very few individuals reported using taxis or transportation services tailored to seniors or those with disabilities as their common mode of transportation. Respondents also perceived being able to drive themselves and having a license as crucial to their ability to be able to travel, with 90.8% selecting this option (Figure 11).

Although the vast majority of individuals indicated that transportation is not a problem for them, 15.4% of the sample did identify this as an issue (Figure 8). When this group of individuals (N=55) were asked about sources of transportation difficulties, there was not a single barrier that stood out, with lack of public transit, money, traffic, mobility issues, and other reasons being identified by similar percentages of these respondents (Figure 9).

Figure 10 shows the results of a question asking how important the following are in the community: well-lit and well maintained streets and intersections, easy to read traffic signs, affordable and accessible public transit, and transit services tailored toward the needs of older adults. Almost all respondents said each of these was either very important or somewhat important. Notable was that respondents perceived older adult or disability-focused transit as more important than general public transit.

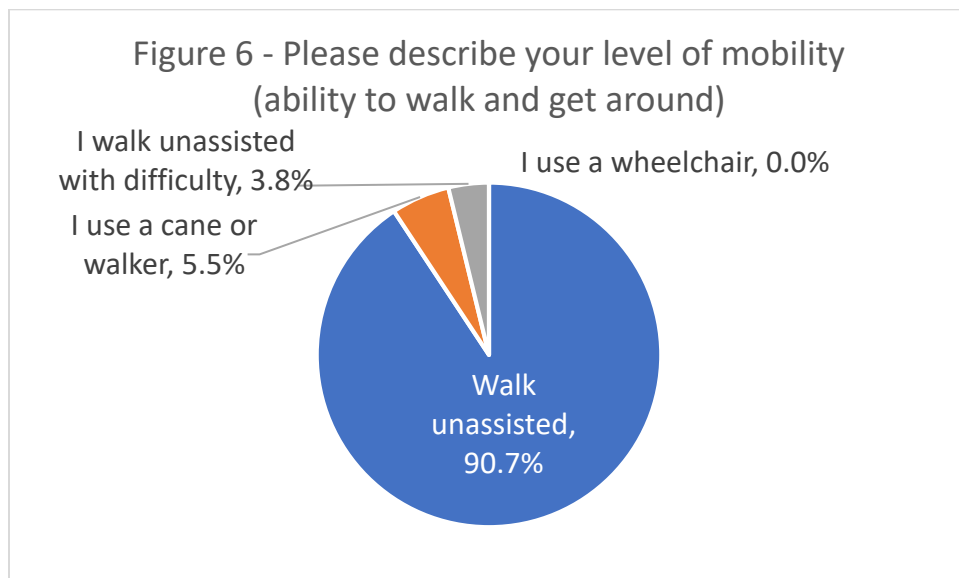




Figure 7 - How do you usually travel to shop, medical appointments, running errands, or going to other places?

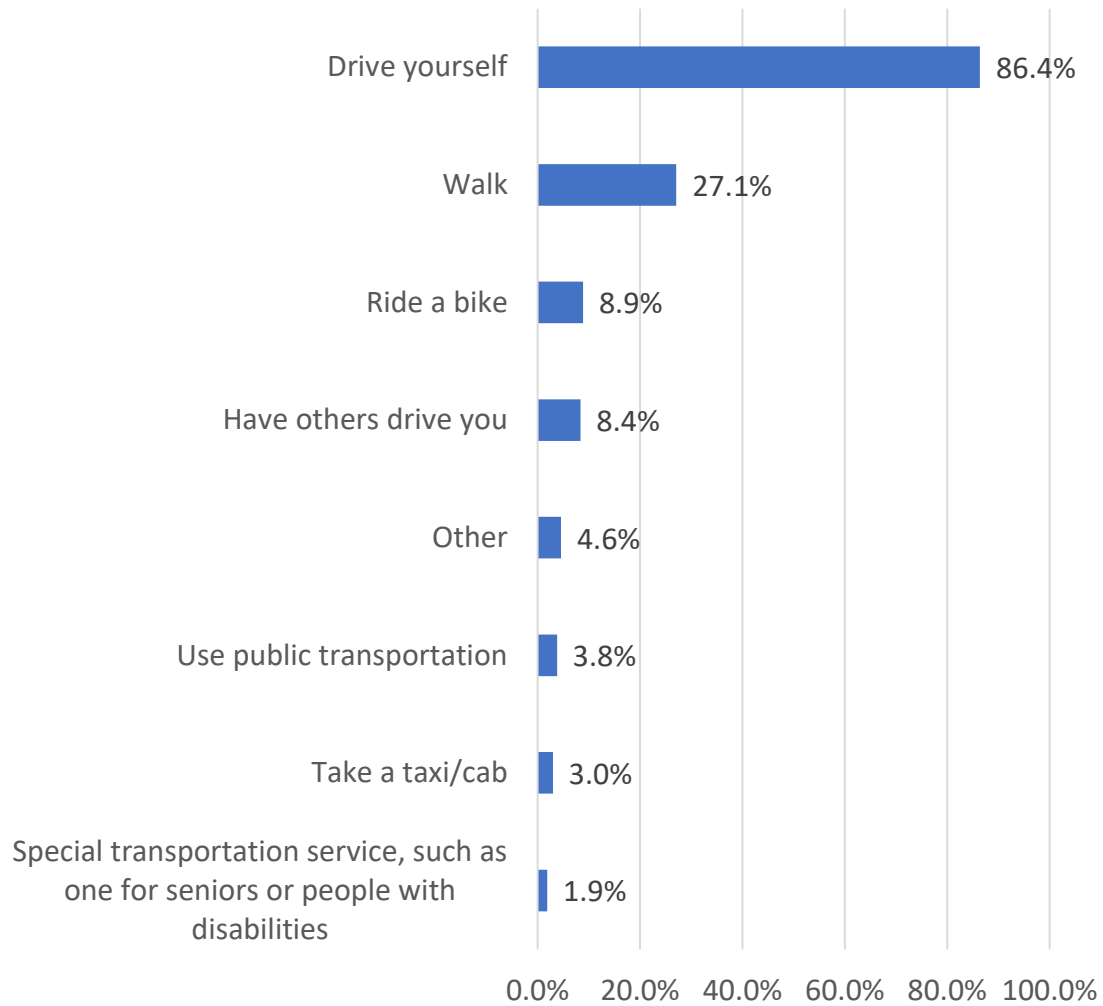


Figure 8 - Is transportation a problem for you?

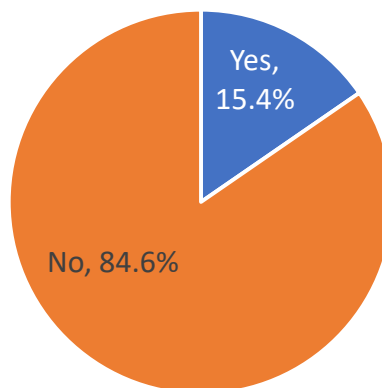


Figure 9 - Why is transportation a problem? (N=55)

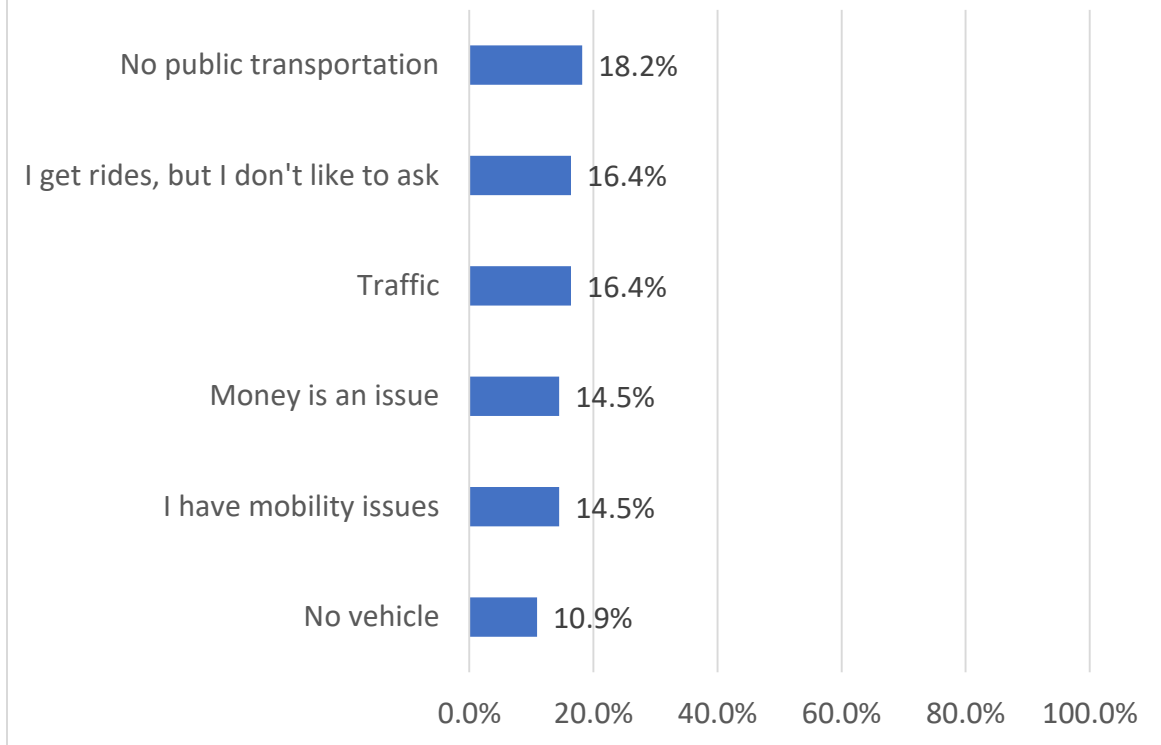


Figure 10 - How important do you think it is to have the following in your community?

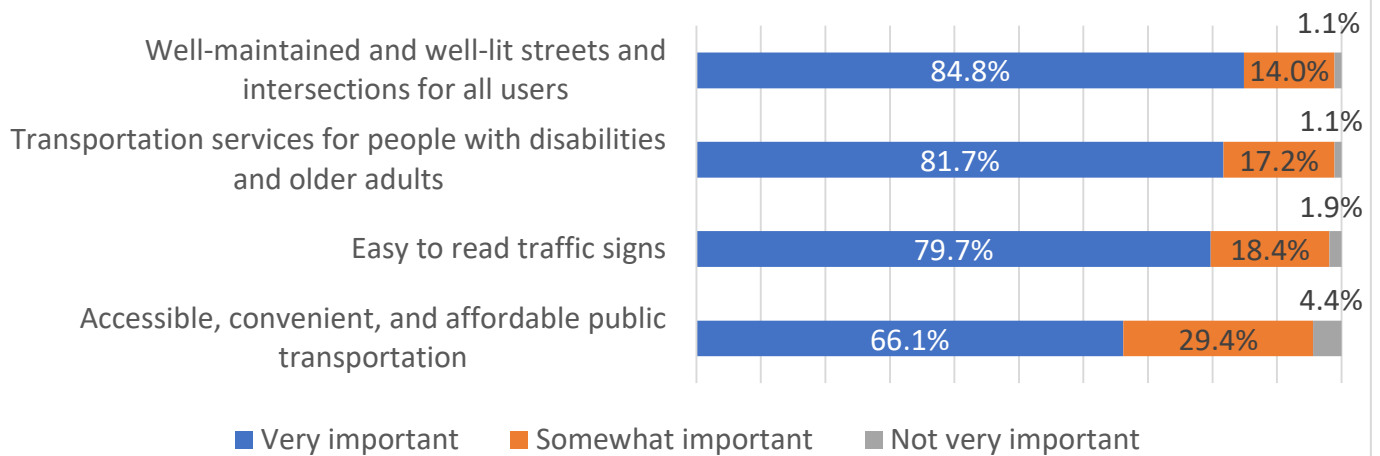


Figure 11 - Please rate how important the following factors are to your ability to travel

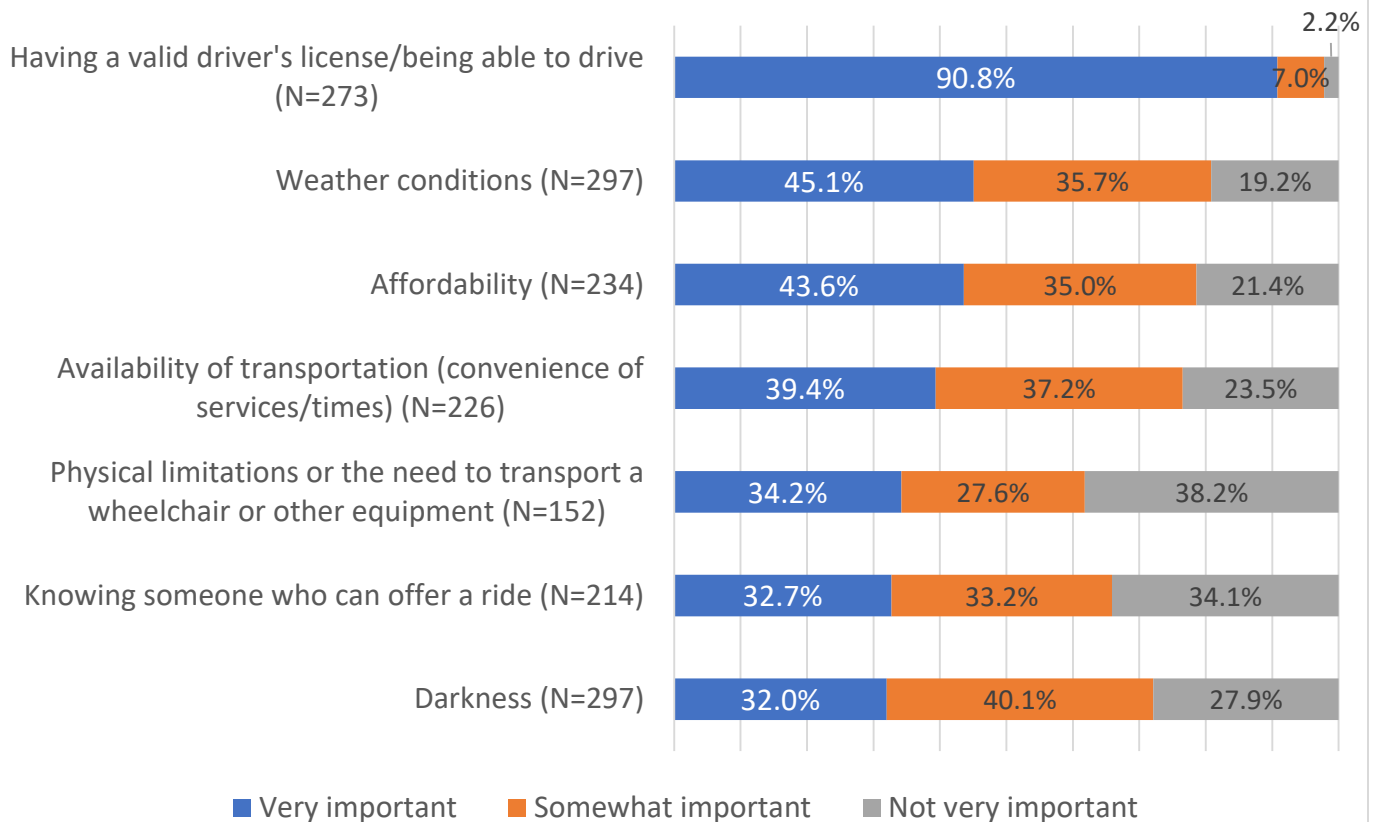
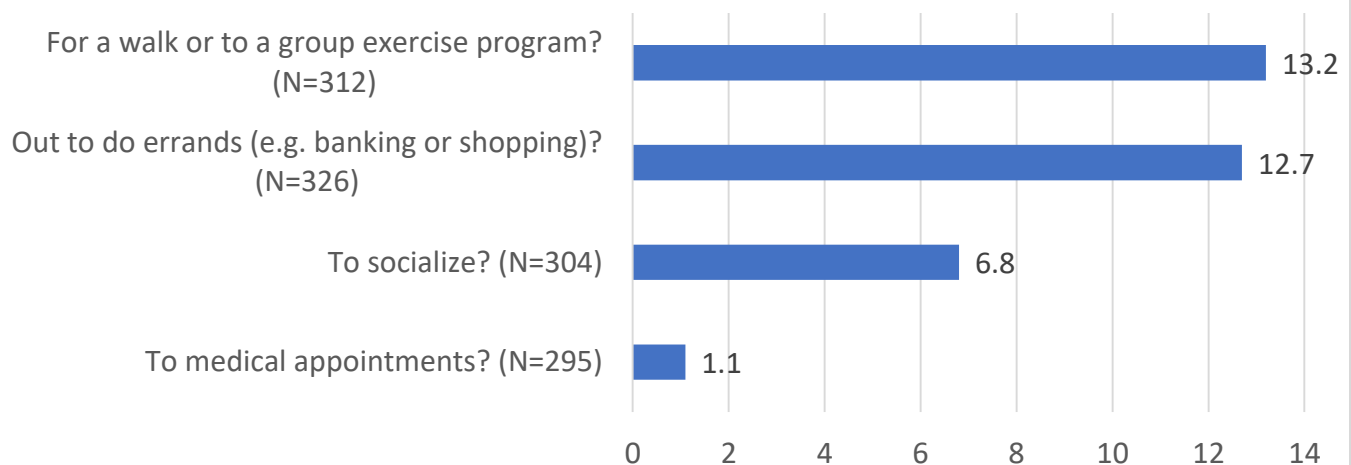


Figure 12 - How many times per month do you go (average):



## Housing

When asked about current living situation, 81% of respondents stated that they live in a single family dwelling, while 10.5% live in apartments (Figure 13).

Survey recipients were asked about what factors might cause them to move (Figure 14). The most commonly identified issues were inability to do home maintenance or lack of assistance (45.3%) and health challenges (42.5%).

When asked about their perceptions about the quantity of senior housing options in Bar Harbor, 12.8% said there were sufficient options, and 42.6% perceived there aren't. A notable result was that 44.6% felt that they don't know about the status of senior housing (Figure 15).

Survey respondents were also asked about what living situation they preferred if they wanted to or needed to leave their current situation (Figure 16). Of the four options provided, a single level apartment or condo was seen as the most desirable. At the other end of the spectrum was house sharing with a non-related individual which was clearly the least desirable. Notably, there was not a large magnitude of difference between preferences for senior housing communities over multigenerational housing communities.

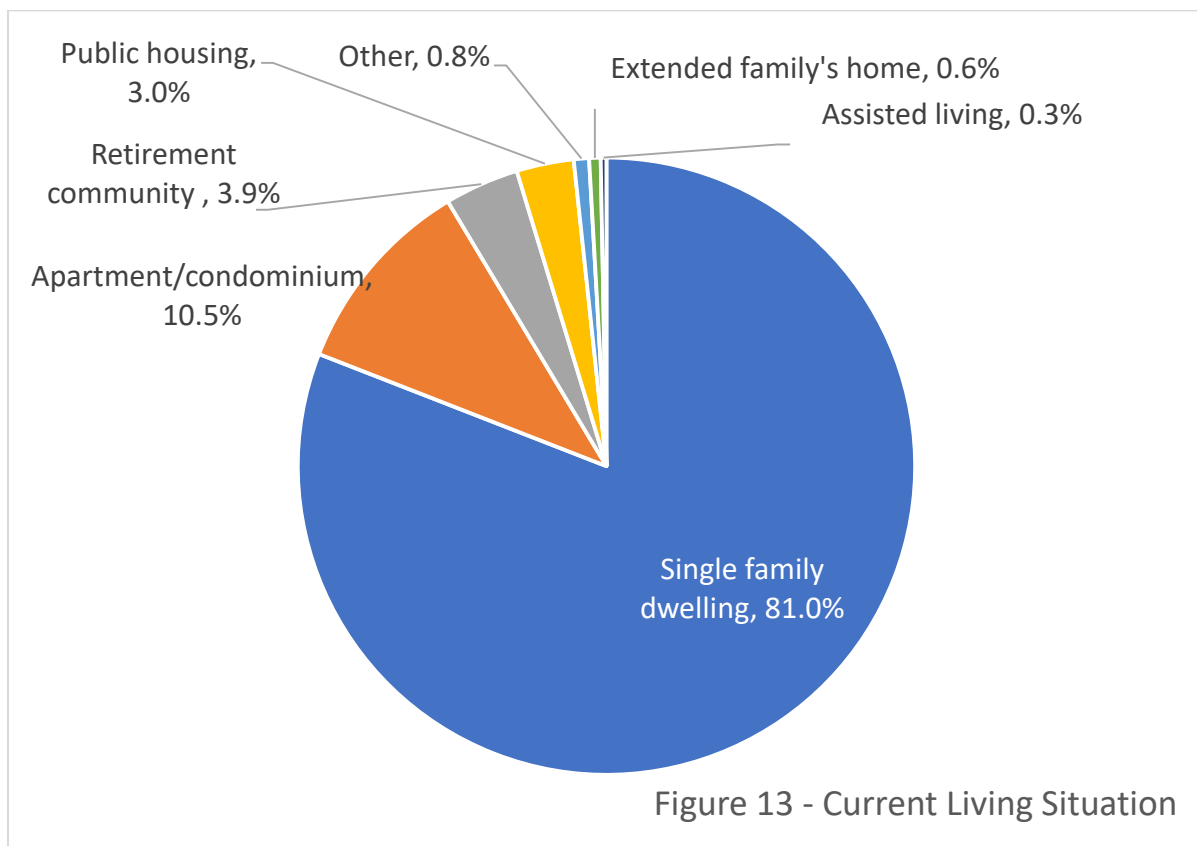


Figure 14 - What might cause you to move?

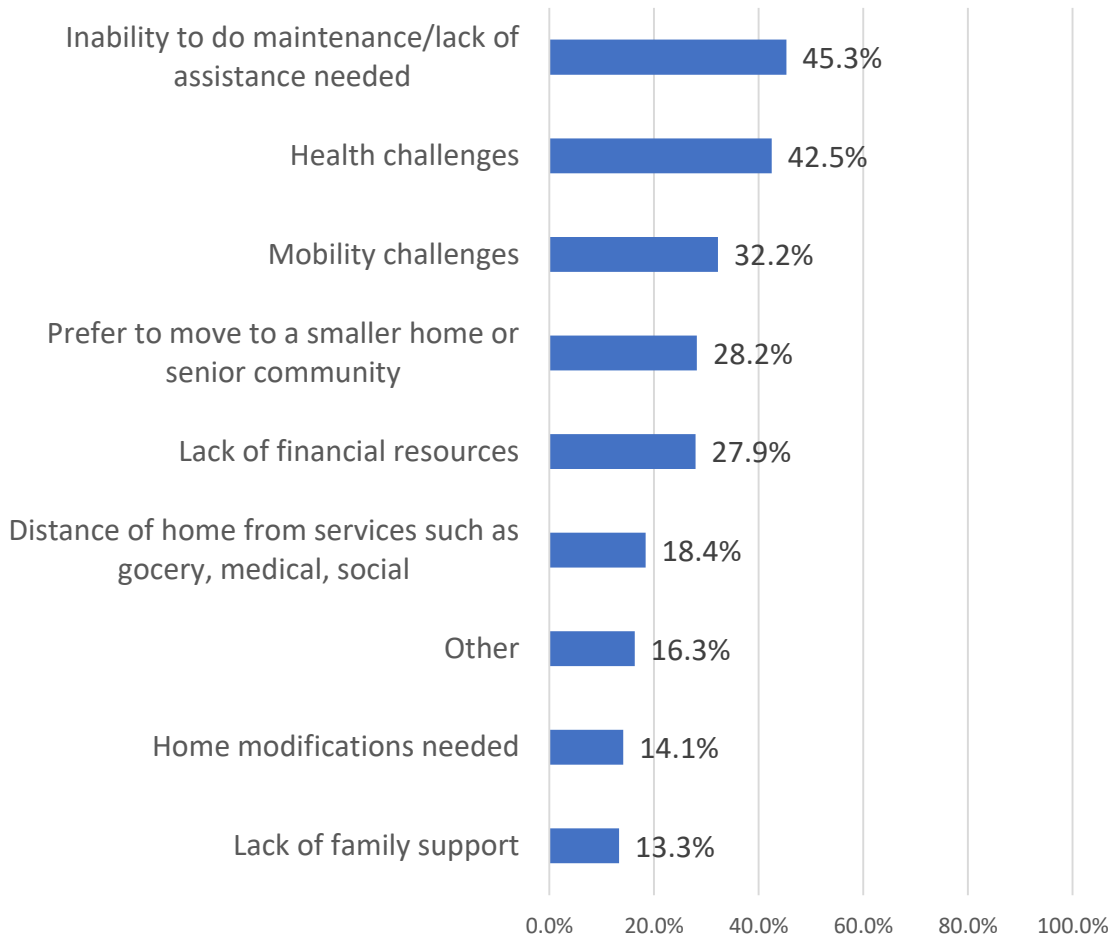


Figure 15 - Do you think there are sufficient senior housing options for residents 50 and older?

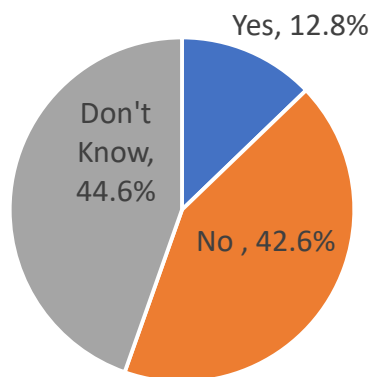
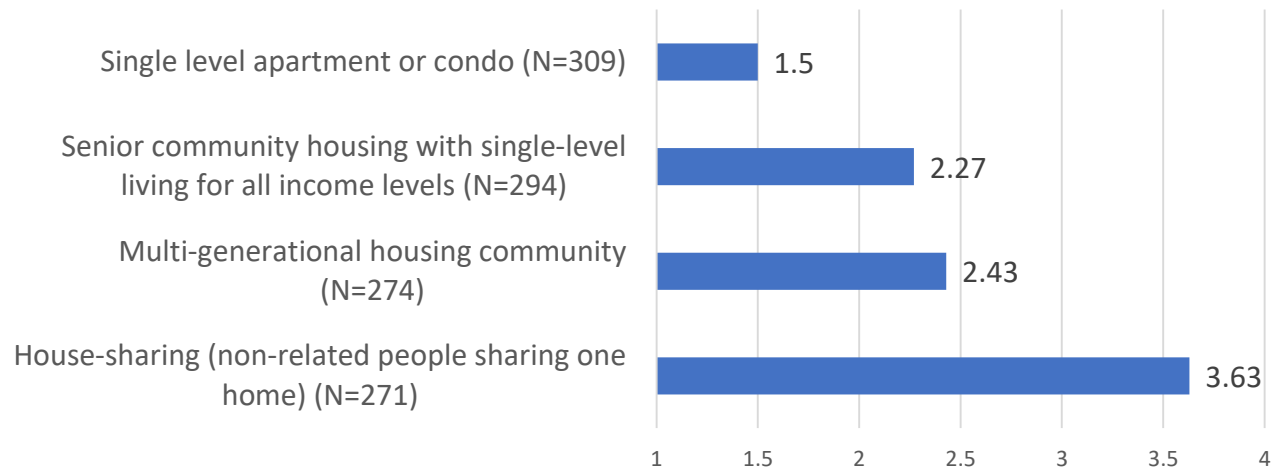


Figure 16 - If you choose to or need to move from your current living situation, which of the following would you prefer  
(Participants asked to rank options from 1 to 4. 1 = Most desirable, 4 = Least desirable)



## Social Participation

In terms of social participation, when asked about how frequently they spent time with friends, neighbors, or family they don't reside with, approximately two thirds of respondents did this at least once a week (Figure 17). On the extreme ends were 7.3% who had this contact once a day or more, and 5.0% who never had this contact.

Respondents were asked about social resources they access and their perception of how available they are (Figure 18). Acadia National Park was identified by 93.5% as a resource they access, while only 22.0% report using hobby or social clubs. Participants were asked about resources they felt were not available, but wished they were. No particular resource was identified by 10% or more of the survey sample. The highest category was accurate and publicized information about social events, identified by 9.2% of respondents.

There were 214 respondents who indicated that they would like to socialize more than they currently do (Figure 19). When asked about barriers to this, timing of events (31.3%) and finding out too late (24.3%) were identified as the most significant issues. Mobility issues or health and lack of transportation were the least significant barriers identified by participants.

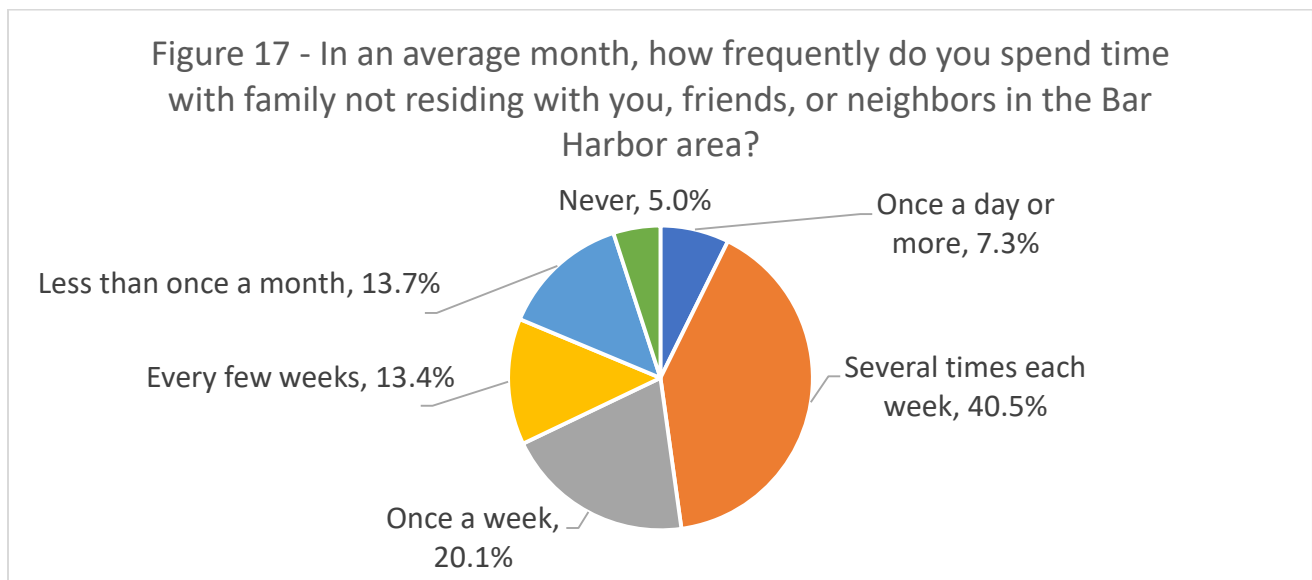
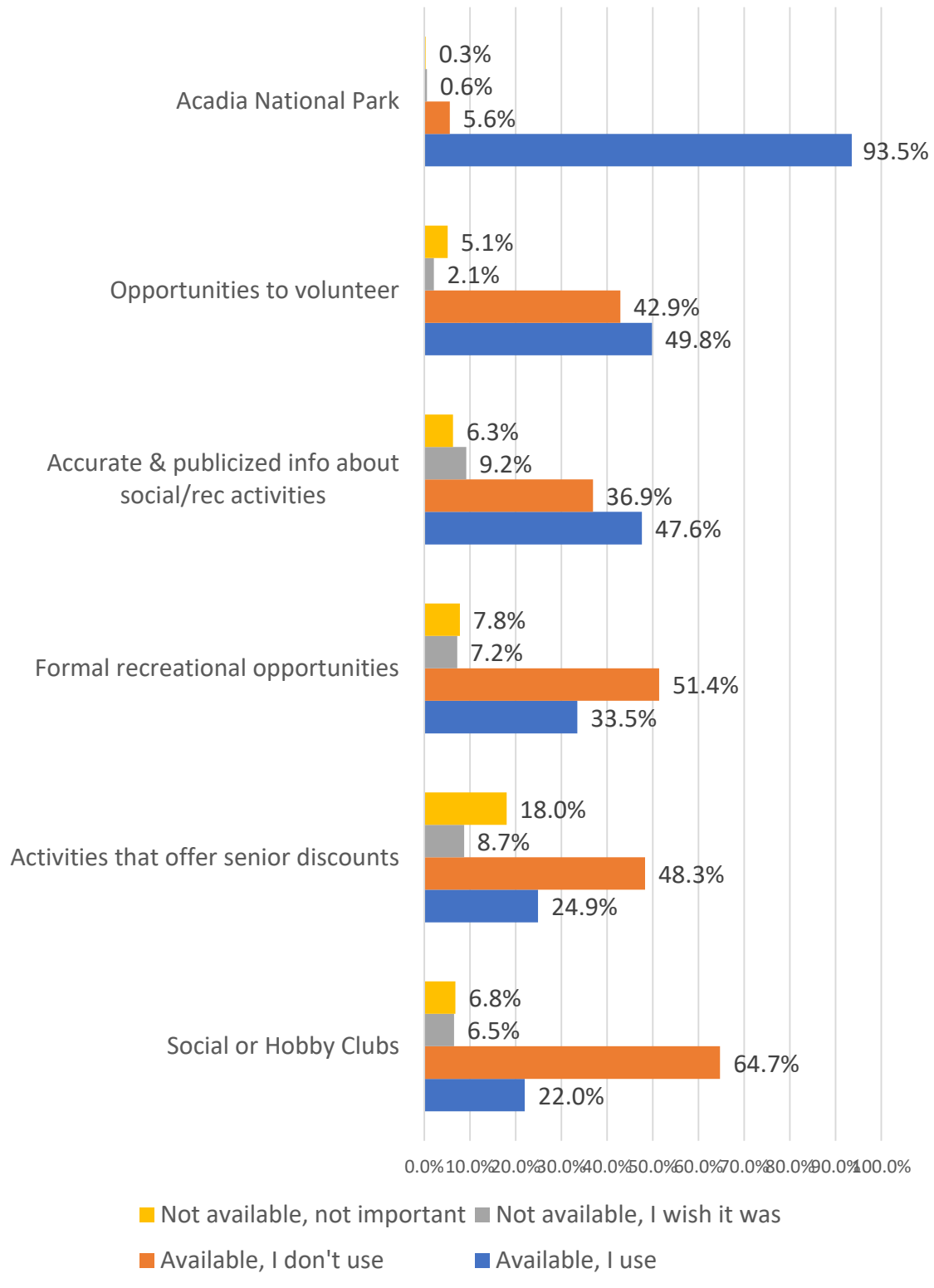
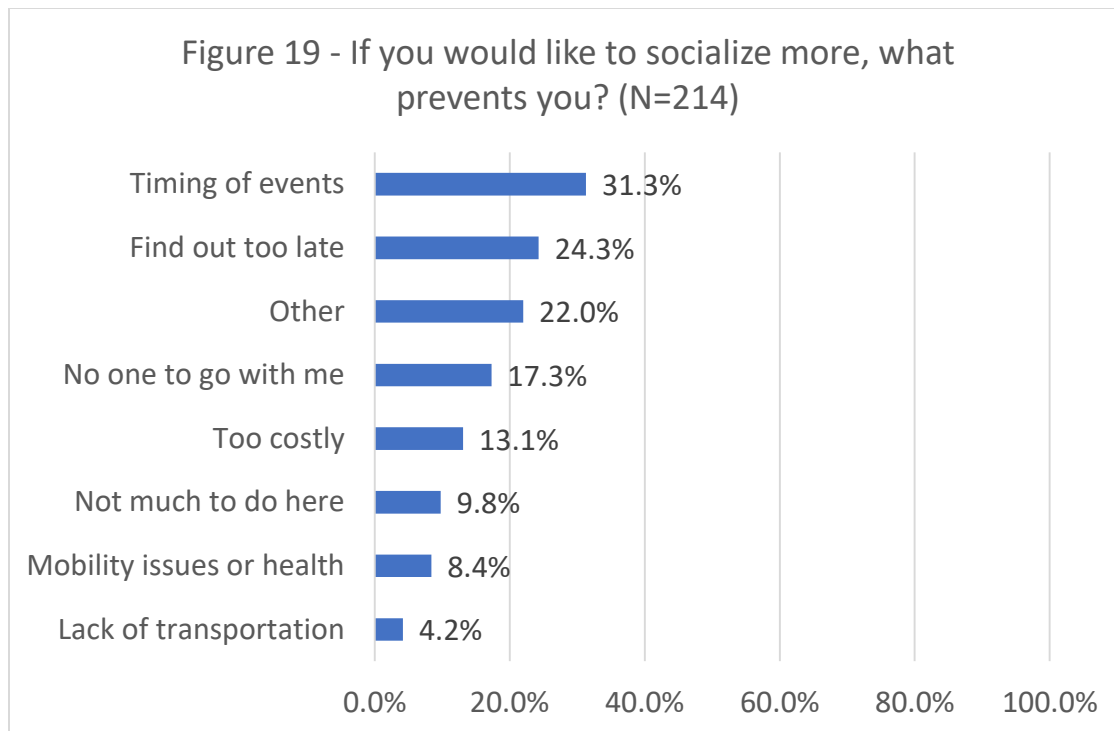


Figure 18 - Which of the following are available/do you attend?







### **Respect and Social Inclusion**

When queried about respect and social inclusion of older adults, 83.8% of respondents felt that older adults are respected in the community at least most of the time (Figure 20). Only 2.5% of respondents felt that older adults were not usually or not at all respected.

Slightly over 1 in 10 individuals indicated that they had been personally disrespected because of their age (Figure 21). Among these 47 individuals about half stated that this disrespect had come from business owners or staff, about a quarter indicated it had come from children or teenagers, and 10% indicated municipal employees had been a source of disrespect (Figure 22).

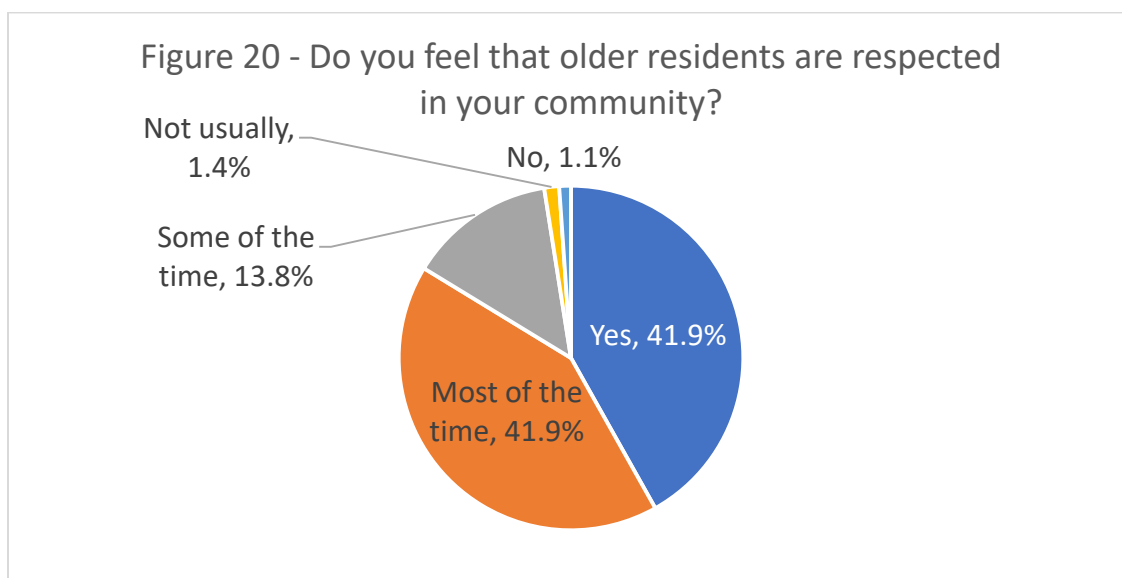


Figure 21 - Have you ever been treated disrespectfully because of your age?

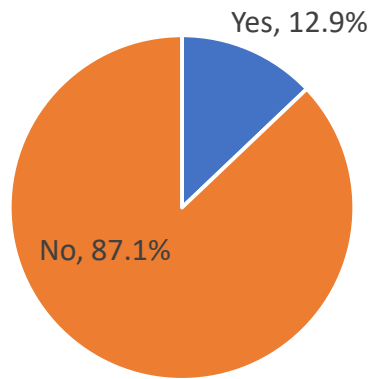
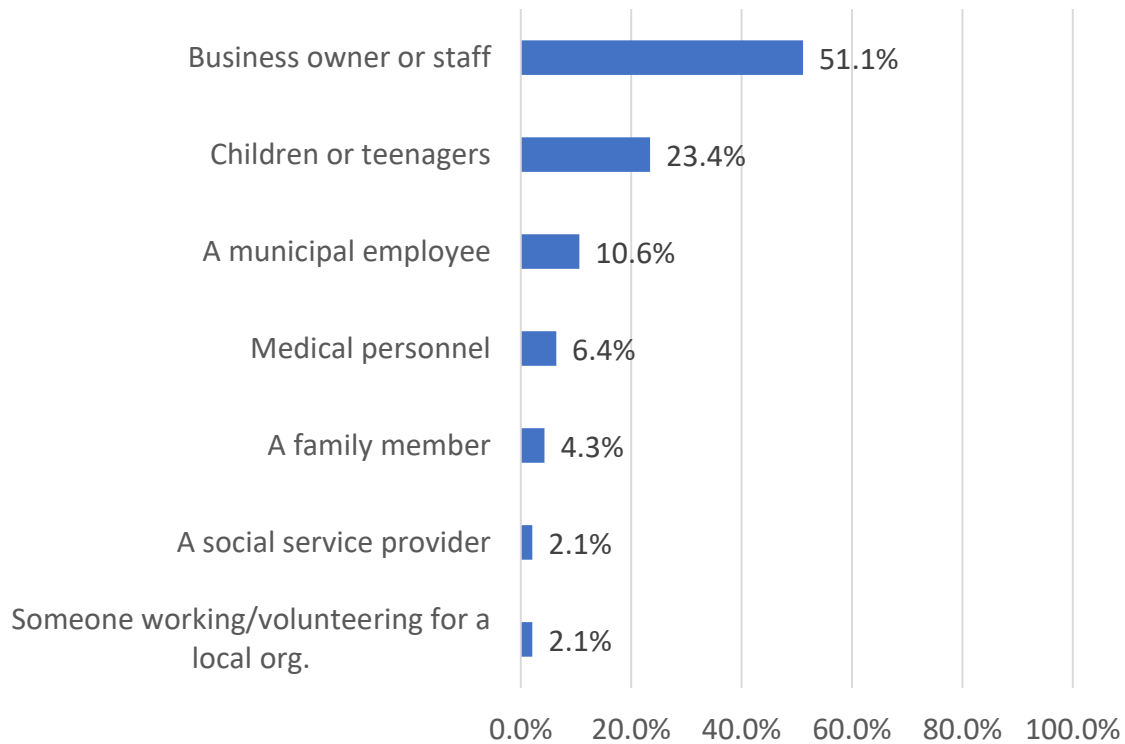


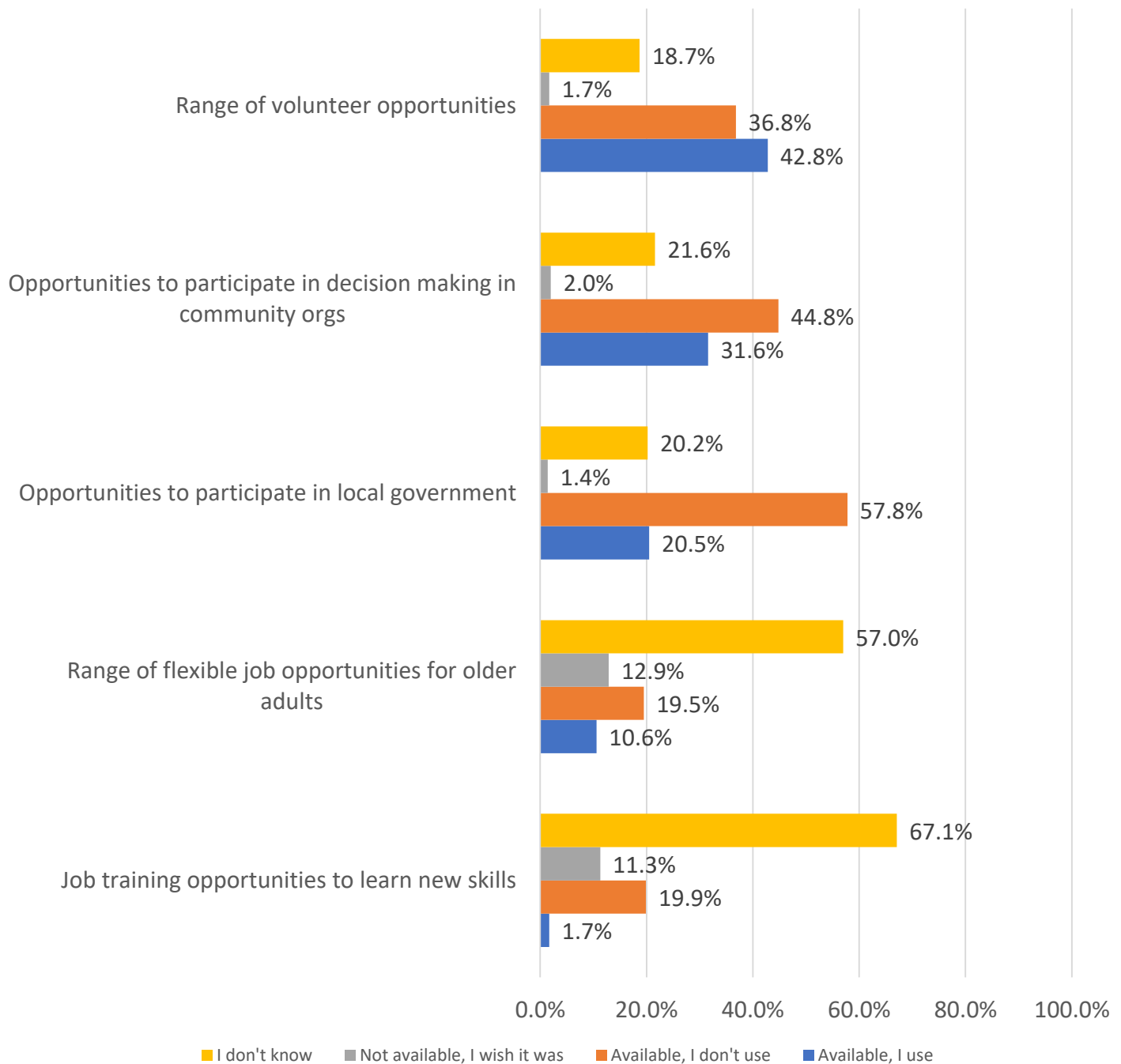
Figure 22 - If you have been treated disrespectfully because of your age, by whom? (N=47)



## Civic Participation and Employment

Survey recipients were asked about their perceptions of the availability and desirability of a variety of civic participation and employment resources (Figure 23). There were several categories where a very large proportion of respondents indicated that they didn't know about the availability of certain resources. The most significant were the availability of flexible job opportunities for older adults and job training opportunities to learn new skills, with 57% and 67.1% not being aware of the availability of the resources, respectively. In terms of resources that respondents do use, the highest percentage identified volunteer opportunities and opportunities to participate in decision making in community organizations.

Figure 23 - Which of the following are available?



## **Communication and Information**

In the communication and information domain, participants were asked about ways they commonly access news about town government and social events (Figures 24 and 25). In both cases, newspapers were identified as the top sources of this type of information. Word of mouth/friends, and social media were other common sources of information. Television, radio, and local access television specifically were only used by between 11%-14% of survey respondents.

Sufficient internet access was reported by 92.7% of respondents (Figure 26).

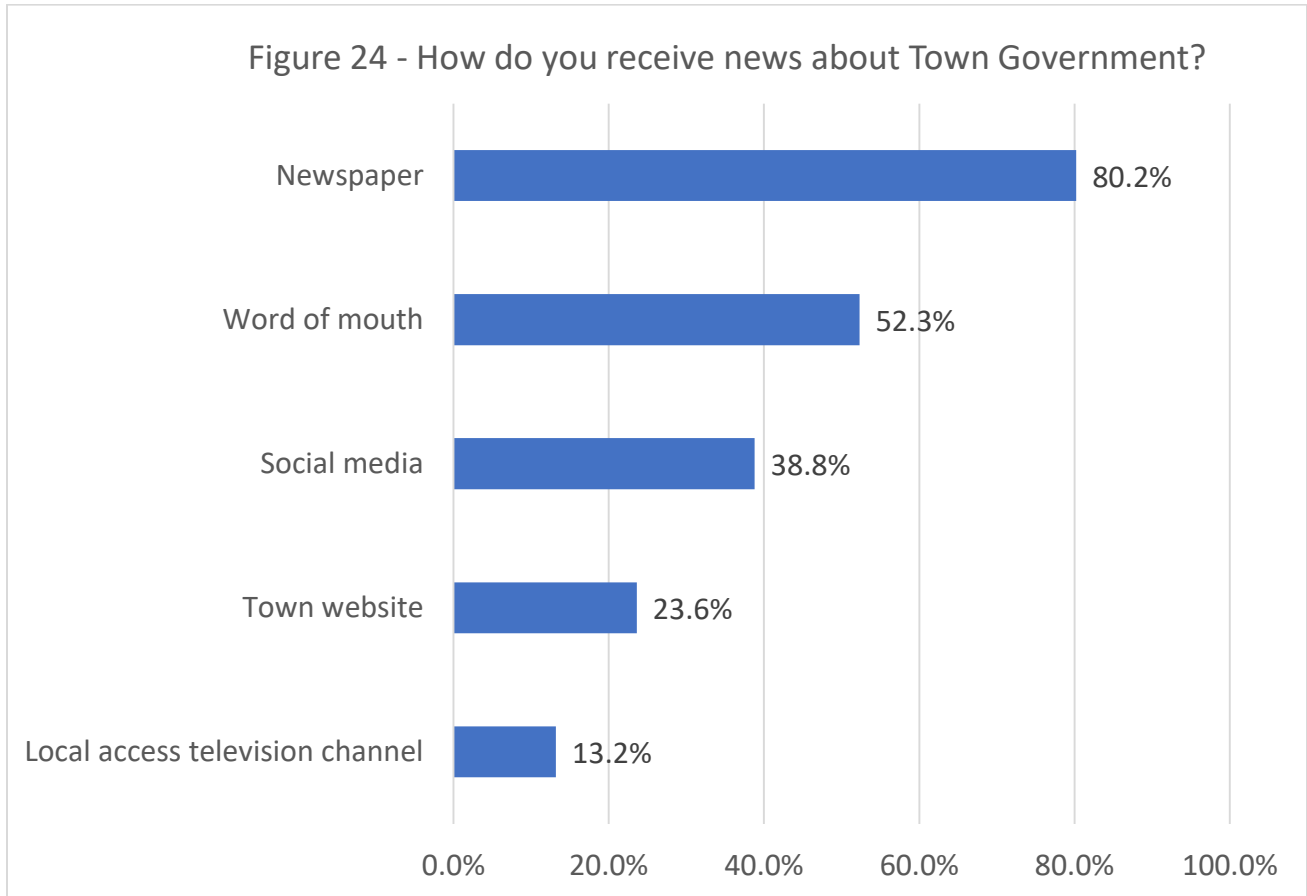


Figure 25 - How do you get information about community and social events?

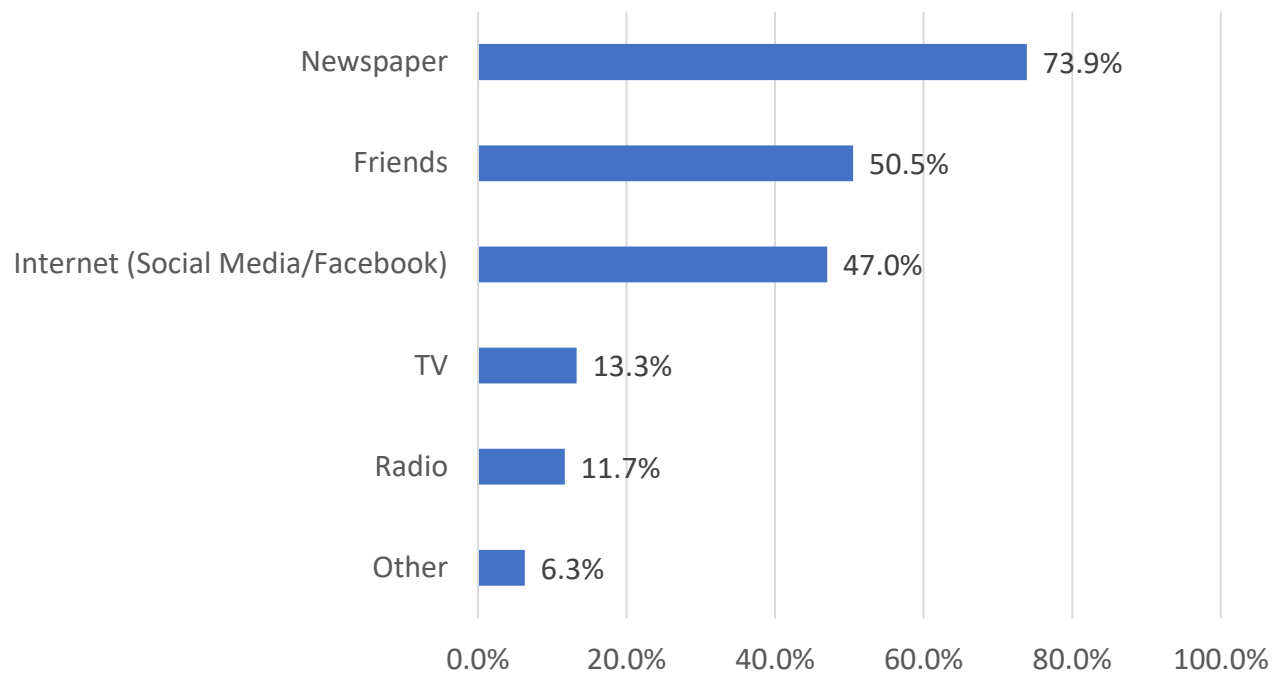
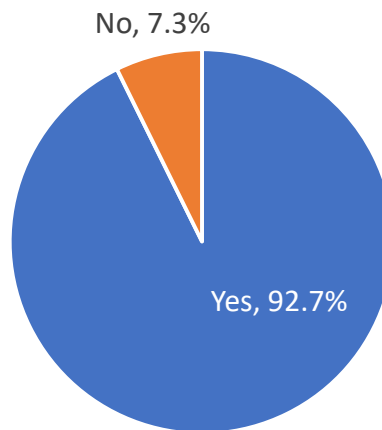


Figure 26 - Do you have sufficient internet access?



### **Community Support and Health Services**

In the community and health services domain, issues explored included the role of health status in day to day activities, healthcare access, desired community and health services, and hospital usage.

Almost two thirds of respondents stated that their health allows them to participate in all activities that they need to or desire to (Figure 27). Another 28.2% stated that they were able to participate in most activities. Only 7.3% stated that they were only able to participate in some or very few activities.

When asked about issues of healthcare access, such as being able to make an appointment with a provider, afford to pay for appointments, access transportation to appointments, and obtain prescribed medication or equipment, at least 80% answered that they were able to do these things. The area where healthcare access was most challenging was obtaining medication and medical equipment that are needed or prescribed, with 18.2% stating that they are unable to do this.

When asked about healthcare usage, almost 40% indicated they had been to the hospital in the previous year (Figure 28). Of these 141 individuals, about a quarter indicated having a hospital stay (Figure 30) and about half indicated they had visited the emergency room (Figure 31).

When asked about the availability and desirability of a variety of community support and health services, help with home maintenance had the highest percentage of individuals who felt it was not available, but wished it was (26.4%) (Figure 32).

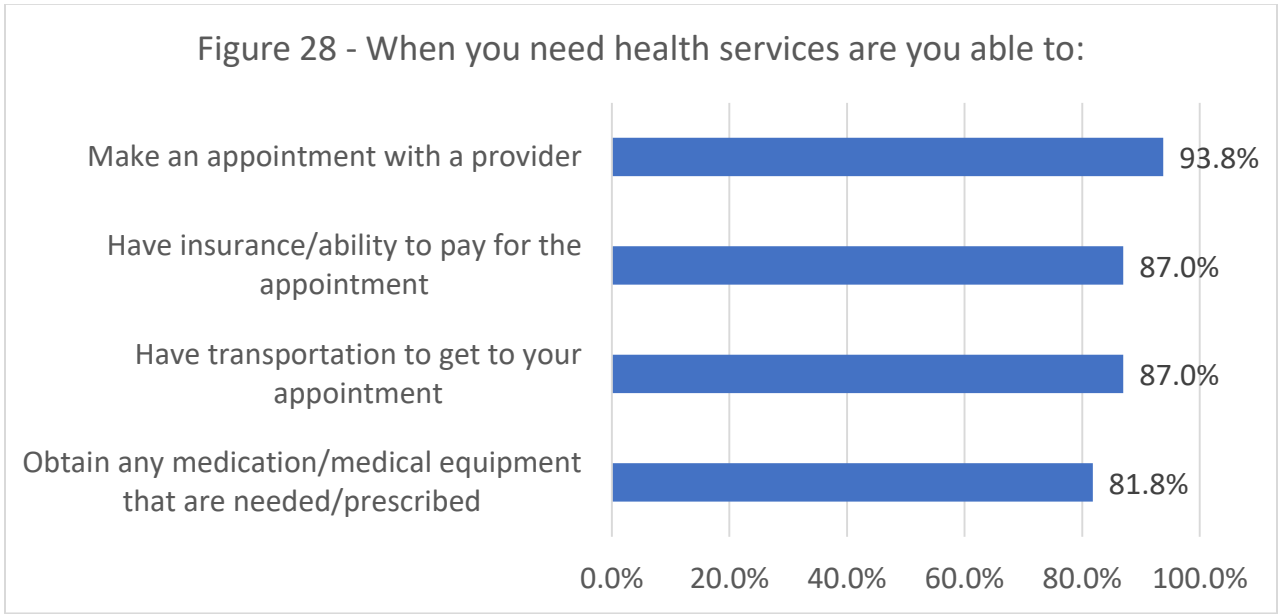
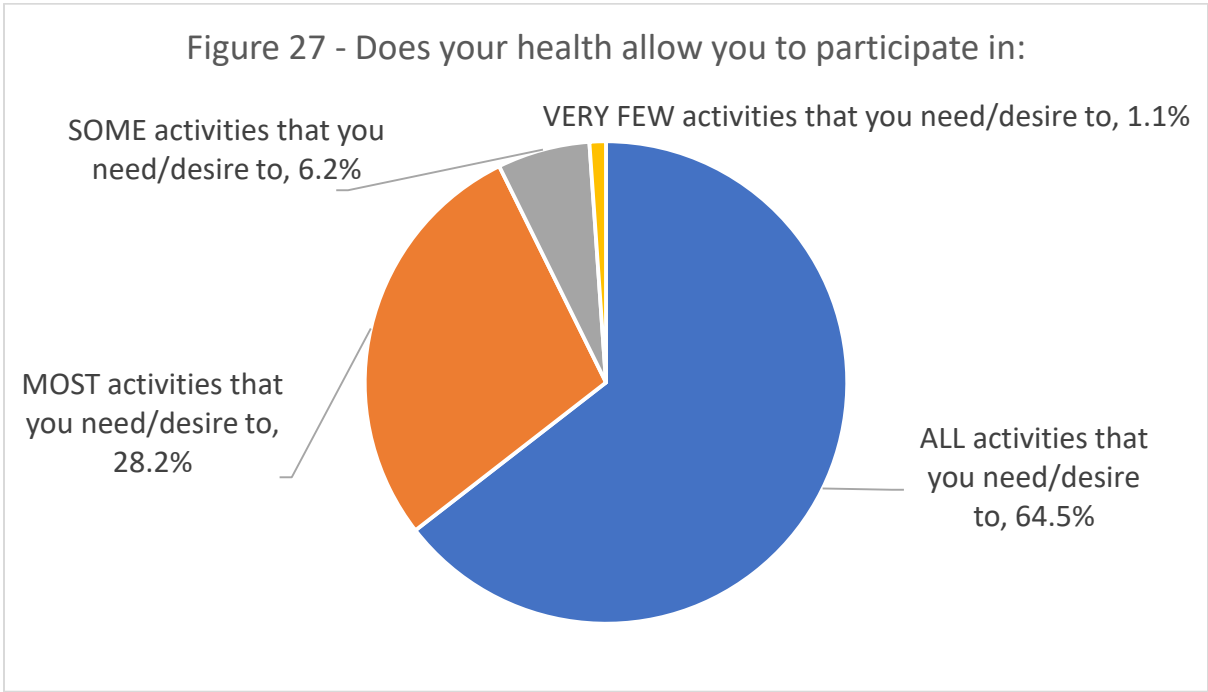


Figure 29 - Have you been to the hospital this year?

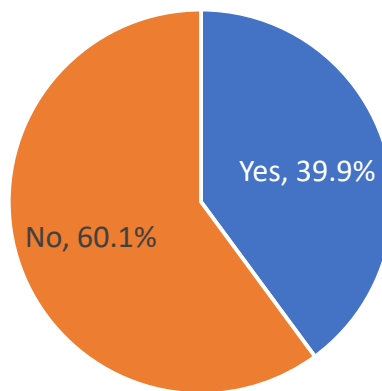


Figure 30 - Has had a hospital stay? (N=141)

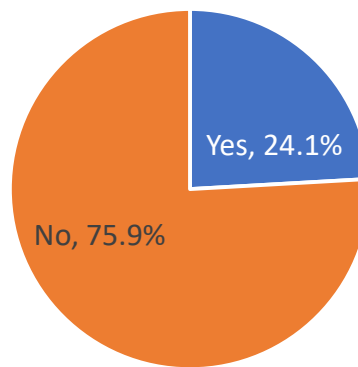


Figure 31 - Has been to emergency department? (N=141)

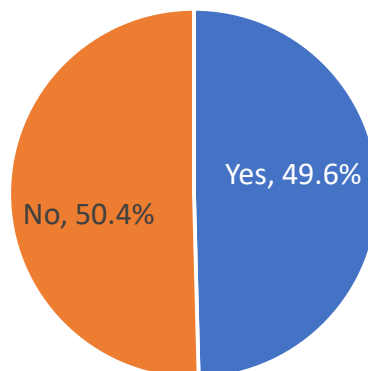
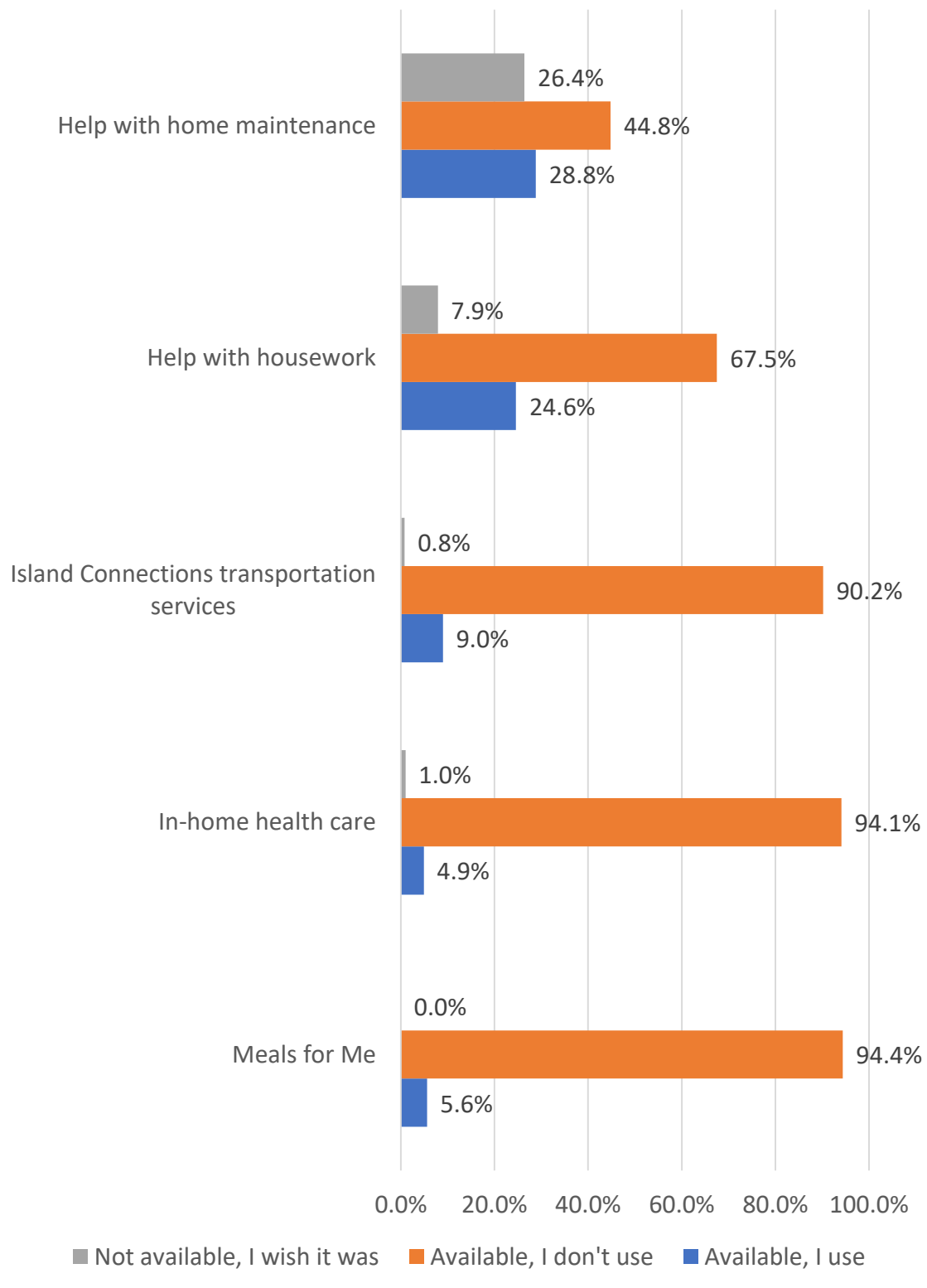


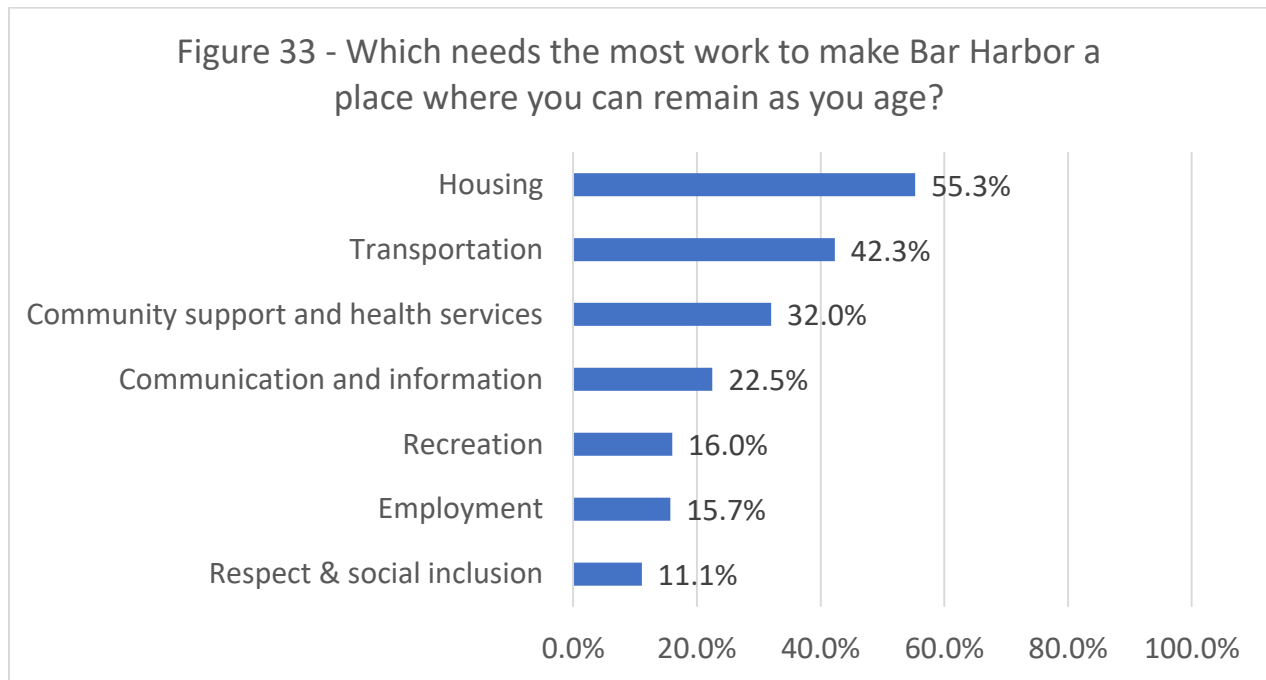
Figure 32 - Do you or your spouse need any of the following Community Support Services?





## **Age-Friendly Domain Priorities**

At the end of the survey, individuals were asked to select the domains of an age-friendly community that need the most work in Bar Harbor (Figure 33). Housing was identified by over half of respondents as the most pressing issue, while transportation came in second with 42.3% of respondents selecting it. The areas that were least chosen as areas for improvement were the domains of recreation, employment, and respect and social inclusion.



## **Age Differences**

Responses by age were examined by collapsing age categories into two groups to examine responses by those who are considered traditionally working age (50-59) versus those who are at or approaching what is considered traditional retirement age (60+). Appendix 1 contains tables examining age differences for each quantitative question. Tables in the appendix are labeled with their corresponding figure number. The following are age differences where responses between groups differed by at least 10 percentage points.

- A greater percentage of the 60+ group felt more neutral about whether there are clean and accessible public restrooms to accommodate people with different physical abilities in Bar Harbor (53.1% versus 39.2%)
- 97.6% of the 50-59 group reported being able to walk unassisted versus 86.9% of the 60+ group.
- The 60+ group had a larger percentage of individuals who identified lack of public transportation as the source of their transportation problems (25.0% versus 11.5%). The 60+ group also had a greater percentage identifying mobility issues as a source of transportation problems (28.6% versus 0%).
- Affordability was identified by 54.1% of the 50-59 group as being “very important” to their ability to travel, while only 36.7% of the 60+ group identified affordability as “very important.” In contrast, weather conditions were “very important” for more of the 60+ group than the 50-59 group (48.7% versus 38.0%). Darkness was also seen as “somewhat important” to a greater proportion of the 60+ group compare to the 50-59 group (46.2% versus 28.0%)

- 50.2% of the 60+ stated that health challenges would be a factor in causing them to move versus only 29.1% of the 50-59 group. A higher proportion of the 60+ group also identified mobility challenges as a potential factor in causing them to move (36.8% versus 22.8%).
- A greater proportion of individuals 60+ reported seeing social contacts several times each week (44.2% versus 33.6%)
- There were a variety of differences between the two groups in terms of their use of social resources.
  - 34.7% of 60+ respondents reported using senior discounts while only 6.2% of the 50-59 group did. Additionally, 31% of the 50-59 group felt these discounts were not important to them versus only 11.4% of the 60+ group identifying them as not important.
  - More of the 60+ age group reported utilizing publicized info about social and recreational activities (53.2% versus 37.6%). Additionally, only 2.8% of the 60+ group felt this info was not important, versus 12.8% of the 50-59 group.
  - More of the 60+ group reported taking part in formal recreational opportunities (37.3% versus 27.2%). They were also more likely to utilize social or hobby clubs (25.7% versus 15.3%).
- A higher proportion of 60+ individuals who said they had been disrespected because of their age identified being disrespected by business owners or staff (58.6% versus 41.2%). A higher proportion of the 50-59 population (41.2%) identified children or teenagers as a source of disrespect than the 60+ population (13.8%). The 60+ population was also more likely to identify medical personnel as a source of disrespect (10.3% versus 0.0%)
- The 60+ group were more likely to take part in volunteer opportunities (49.3% versus 31.7%)
- The 50-59 group were more likely to use social media as a way of accessing information about town government (49.6% versus 31.5%)
- The 60+ group was more likely to get social event information through a newspaper (79.8% versus 63.0%). They were also more likely to get this information through friends (56.7% versus 39.4%). The 50-59 group was more likely to get information through social media and Facebook (63.8% versus 37.8%).
- The 60+ group was more likely to have had a hospital stay in the previous year (28.0% versus 17.0%).
- For community support and health services, the 60+ group was more likely to get help with housework (28.1% versus 12.0%) and help with home maintenance (35.1% versus 9.7%). Interestingly, the 50-59 group was more likely to think these services were not available, and wishing they were.
- Priority areas for age-friendly work differed by age groups. The following three areas were selected as needing the most work by a greater percentage of the 50-59 group than the 60+ group: Transportation (49.6% versus 38.1%), Housing (65.4% versus 49.8%), and Employment (25.2% versus 10.9%).

## **Open Response Results**

At the conclusion of the survey, there was an open response question that asked respondents to name one thing that would improve Bar Harbor for older adults. The following is a summary of themes and participant comments organized by age-friendly domains. The number after the bolded headings indicate the number of comments that were provided relating to that particular domain.

## **Housing: 73**

### **Affordable, Convenient Housing:**

- Lack of affordable assisted living or senior housing close to downtown.
  - Especially for those who can't afford something private, but also aren't eligible for Medicaid – lack of housing for middle income residents.
  - Lack of housing for people who want to downsize affordably.
  - Majority of housing comments were regarding affordable, convenient housing especially for middle income individuals.
    - “More affordable housing would keep me in Bar Harbor.”
    - “Places for older adults to live so can walk to stores - NOT need to drive so much. Malvern is good but must be low income - Birch is too expensive - need some places in between.”
    - “Housing for older middle income residents. They can't manage to stay at home and BBVillage is too expensive. There's no other option - no one-level apts. available to rent or no single level condos. And they have too many assets to live in govt housing.”
- Gentrification is an issue – some respondents pointed out the proliferation of weekly summer rentals is diminishing housing access for year-round residents of all ages.
- More low-income housing.
- More affordable assisted living options that can carry a person through end of life care.

### **Taxes:**

- A number of respondents feel that taxes are burdensome.
  - “Maintaining taxes at a reasonable annual increase, keep pace with or lower than inflation.”

### **Housing Maintenance:**

- Perception that housing authority does not adequately maintain properties.

### **Specialty Housing:**

- Intergenerational housing – to support older adults aging at home, and to make living on MDI more accessible for young families.
  - “I want to live in a multi-generational community - Although there appears to be ample senior housing, the lack of affordable work force housing, both rental and purchase may preclude younger generations from being able to live in Bar Harbor. My 3 children grew up in a vibrant Bar Harbor in the 80s and 90s, perhaps due to such a good mix of ages and socioeconomic incomes.”

## **Outdoor Spaces & Public Buildings: 71**

### **Accessibility/ADA compliance:**

- One respondent suggested grants to small businesses to make their entrances ADA compliant.

### **Parking:**

- Parking was by far the biggest issue identified by respondents.
  - Many want more in-town parking, especially for the summer months.
  - Some indicated that in the summer they avoid shopping downtown because it is so difficult to find parking.

- Some requested more handicap spots.
- Others indicated that walking long distances is difficult, making close parking to shops a necessity.
- “More parking needed in summer months. It is very hard to get to public areas.”

#### Sidewalks: 16

- Numerous respondents were unhappy with the state of the sidewalks.
  - “I had a very hard time getting my mother uptown with her wheelchair. Not a very smooth ride - very uneven sidewalks.”
  - “Sidewalks in good repair and cleaned in the winter time (some are but many are not on smaller streets).”

#### Roads & Lights:

- While some respondents did not want more light pollution, they also indicated that there is not sufficient lighting of the roads and sidewalks, making it less safe to walk and drive around.
- Some respondents also highlighted the need to make the road infrastructure accessible to a variety of transportation methods – driving, biking, and walking.

#### Traffic:

- Many of the respondents who had issues with parking specified it was during the summer months. Similarly, there were complaints of the summer traffic coming into Bar Harbor. The level of congestion and disorganization makes some respondents feel like Bar Harbor is not a safe, friendly, or accessible place during the tourist season.
  - “This is not just for older adults but being able to get in and out of town and find parking in the summer. I avoid town like the plague in the summer (I live outside of town).”
  - “Require businesses to respect the community as a small town without cramming more cars, more people and more businesses into a small downtown area. How can we walk to town if roads and sidewalks are packed full? If we don't keep cars & people away from the village center, it will not feel like year round residents are welcomed, especially older residents.”
  - “In summer, too many tourists make downtown inaccessible to older folks. (Parking, shopping, eating out, etc.).”
  - “I am troubled by the summer increase in population. With the saturation of people comes traffic and parking issues. It also impacts the quality of life.”

#### Snow removal:

- Some respondents indicated that snow removal on sidewalks and smaller roads was not adequate.
- Some also reported that snow removal in front of public buildings inhibited accessibility.
  - “Snow removal is ok but often can't get to the library, must climb over snow piles, also other businesses.”
  - “I find on School St this winter, when I go to the library or movies, I have to walk in the street because sidewalks are not plowed. I'm nervous doing this because at times the street is slippery and when cars are turning onto School St. I'm afraid they won't see me. I have stayed home several times this winter because of this. Sometimes the street lights aren't on

- so it's quite dark when walking. I need just one sidewalk to be plowed. It doesn't matter to me which one."

#### **Transportation: 34**

- Lack of public transportation was the third most discussed issue in the comments.
  - I am new to Bar Harbor - moved here in July 2017. I am in my early 50s and fit and active at present. My concern for my future in Bar Harbor is what will happen if I lose my ability to drive. Because transportation options seem very limited and on the rare occasion I have had the need, I have had limited success finding cab service and it was exceptionally pricey.
- Some commented generally that there should be more and affordable public transportation options.
  - "I chose transportation because I feel that without reliable, regular, frequently accessible public transportation, it is very difficult for residents without their own transportation to take care of basic needs like grocery shopping, medical visits, social interactions, etc."
- Individuals specified that the service should continue through the winter.
  - "Good, affordable, year-round public transportation."
- Those who commented on the current public transportation options felt favorably towards them, but commented that their services are not sufficient to meet community need.
  - "Downeast transportation does good job but could use 2 local days around town instead of 1."
  - "Fund Island Connections so they can expand their excellent services."

#### **Social Participation: 24**

- These responses were focused mostly on the participants' desires for more structured activities for older people in Bar Harbor. Suggestions for activities included movement classes, dinners, bingo, bussed group activities to museums or other entertainment, and other recreational activities.
  - "I think if there was a social exercise, stretching class that was affordable and maybe tie that into a social meeting or a separate meeting just to provide a place to get together, especially in the winter."
  - "An expanded library with opportunities for small group/multigenerational activities."
  - "More activities, varied, for a wide range of elder ages.....and advertised so they are known throughout the community."

#### **Community and Health Services: 19**

##### **Health Services:**

- Primary care providers specializing in Gerontology.
- Better transportation & closer medical providers (must go to Ellsworth for many kinds of care).

##### **Social Services:**

- Need to go off-island for assistance programs.
- In-home checks for socially isolated individuals.
- Centralized support for navigating & accessing government assistance and legal paperwork, especially for those whose families are not close by to help.
  - "Low cost or no cost social workers for all older adults to help us figure out how to deal with the various agencies, government requirements (wills, power of attorney matters, etc.), day to day functioning, paperwork, etc. - especially for those like myself who have no family

members available. For example, if I were to go to the hospital for a time, how would I get a check cashed, have things brought to me from my apartment, my mail collected, etc.?"

- "I think there needs to be a community, social, medical person or agency to help people after a crisis to get to the right agencies."

#### **Mental Health Services:**

- Better and low-cost access to mental health providers.

#### **Other community Services:**

- Access to healthy, easy to prepare food in smaller quantities.
- Support services for home maintenance, especially for those who do not already belong to a church or other community group.
  - "These 'home maintenance private care services' are the key to many elderly/disabled staying in their homes. Reliably available service providers who are able to do tasks within needed time frames. Many privately contracted 'home helpers/caregivers' have very long waiting lists, and when they are able to finally 'start,' they're often in 'catch-up / finish-up' with other projects. We have wonderful people in our community - there is just not enough of them or it is not readily available."
- Two people requested more services at the YMCA.

#### **Respect and Social Inclusion: 13**

- The most important issue in this category was that the focus on summer tourism leaves year-round residents without a strong sense that their voice matters. Other topics included the value of intergenerational living/activities, as well as a desire for more respect from younger residents and inclusion in local activities.
  - "Bring back the families. I live on a street with mostly weekly rentals and I don't know anyone anymore. The traffic has gone to a race track during the summer on the street."
  - "Adopt policies designed to make Bar Harbor a livable community for 12 months. Current policies are so tourism-focused that they effectively alienate residents from the community for 5-6 months per year. I want to live in a community where you don't feel like you're going into a battle simply to go to the grocery store or out to dinner. Focus on all residents - not just connected business interests."
  - "The town in the tourist season is comprehensively structured to cater to the tourist. There does not appear to be much, if any, effort by our town to take into consideration / assist the needs of lower/middle class local citizens not only of the elderly or aging but of all ages. It appears, we spend much more of our efforts catering and satisfying the needs of tourists and of the wealthy (temporary) seasonal citizens."
  - "As a nurse employed at our community hospital, the most important piece to making Bar Harbor a wonderful place to grow old is human interaction. The happiest folks are the ones who have visitors daily, not just to drop off a meal or help with a bath (although those are very appreciated and necessary) but the ones who stay and talk or hold a hand. This happens here often already, but there could be more interaction between generations. The older adults so enjoy the younger people."

#### **Civic Participation/Employment: 6**

- Difficult to find jobs that are not seasonal, part time, or low wage.

#### **Communication and Information: 5**

- A centralized resource for finding out about community events, local services, and municipal government decision making processes.
- “More communication and education of the residents concerning the pros and cons of major planning issues.”
- Better communication between service providers.

## **Other**

- Year-round services/community:
  - “Make Bar Harbor more of a permanent town. Find a way to have more permanent residents. Find a way to keep the town more open during the winter months. Make Bar Harbor a all-year-town.”
- Taxes:
  - “Our taxes support only the youth, schools, etc. No services for older residents who are burdened with increasing taxes”
  - “Lower taxes - garbage pickup - other towns do so much more.”
- Satisfied:
  - “It's a pretty great place to live :)”
  - “I'm at Birch Bay - well taken care of!”

## **Discussion and Recommendations**

The results of the age-friendly survey have a number of potential implications for the future work of the age-friendly committee when it comes to developing an action plan for strengthening Bar Harbor as a more livable community. There are also significant strengths identified in the survey process. There were high levels of satisfaction with Bar Harbor as a place to live and a significant desire among individuals to continue to live in the community as they age. There was also significant praise for Acadia National Park and public spaces that are key assets to Bar Harbor as a livable community.

Possibly the clearest theme through the survey responses was the perception that there are housing-related challenges, particularly around home maintenance. This was identified as the most likely factor in causing respondents to need to move in the future, as well as the community support service that was most desired by respondents. Lack of housing that meets the particular needs of older people was also a significant theme of open-ended responses.

Transportation is a second area of potential focus. The sample completing the survey seems to, on the whole, be fairly active, mobile, and free of significant health challenges that impact their ability to get out in the community. Even with this being the case, more than 15% of the individuals stated that transportation has been a problem for them in the past. Additionally, the survey sample seems to view their ability to get out in the community as being highly dependent on their ability to drive, so focusing on how to accommodate safe driving or figuring out how to transition people to alternate modes of transportation may be key. Again, the quantitative findings on transportation were supported by written comments.

A third area of focus is addressing issues around parking and sidewalk quality which were the most significant needs identified in the outdoor spaces and public buildings domain and in open-ended comments.

Other areas of potential work suggested by survey results:

- As access to prescribed medication and medical equipment was a challenge for 18.2% of survey respondents, exploring ways to support affordability and access would be important.
- There were clear themes about barriers to accessing social events stemming from the timing of events and the timeliness of announcements about events. Identifying strategies for providing more timely information about social activities to community members would provide value and increase access to socialization opportunities. Another aspect of social connectedness is facilitating ways for unconnected people to become a greater part of the community if they wish to. The 5% who indicate they never socialize likely includes a number of people who want and could benefit from more opportunities. Given the significant impacts of isolation on health and wellbeing, focusing on this issue could have major value. Survey findings about how community members learn about town government and social activities may point the way to the most efficient strategies to inform community members about what is available.



## Appendix – Breakdown of Responses by Age

Figure 2	Are you male or female?	
	Male	Female
50-59	36.4%	63.6%
60+	39.1%	60.9%

Figure 3	Are you generally satisfied with Bar Harbor as a place to live?	
	Yes	No
50-59	94.3%	5.7%
60+	96.2%	3.8%

Figure 4	Do you wish to remain in Bar Harbor as you age?	
	Yes	No
50-59	90.3%	9.7%
60+	94.3%	5.7%

Figure 5	Rate: Safe places to walk near your home		
	Satisfied	Neutral	Dissatisfied
50-59	64.2%	14.6%	21.1%
60+	71.9%	11.9%	16.2%
	Rate: Public parks with enough benches		
	Satisfied	Neutral	Unsatisfied
50-59	56.3%	30.2%	13.5%
60+	61.3%	27.2%	11.5%
	Rate: Path and street lighting at night		
	Satisfied	Neutral	Unsatisfied
50-59	39.7%	29.4%	31.0%
60+	45.2%	30.7%	24.1%
	Rate: Paths wide enough to accommodate a wheel chair or other assistive mobility device		
	Satisfied	Neutral	Unsatisfied
50-59	20.6%	55.6%	23.8%
60+	23.8%	55.1%	21.1%
	Rate: Sidewalks in good condition		
	Satisfied	Neutral	Unsatisfied
50-59	27.2%	32.8%	40.0%
60+	33.3%	26.0%	40.7%
	Rate: Sidewalks accessible for wheelchairs or other assistive mobility devices		
	Satisfied	Neutral	Unsatisfied

	Satisfied	Neutral	Unsatisfied
50-59	16.0%	53.6%	30.4%
60+	20.0%	54.2%	25.8%
	<b>Rate: Snow removal from sidewalks</b>		
	Satisfied	Neutral	Unsatisfied
50-59	37.1%	32.3%	30.6%
60+	38.9%	35.8%	25.3%
	<b>Rate: Availability of parking near public buildings</b>		
	Satisfied	Neutral	Unsatisfied
50-59	35.8%	23.6%	40.7%
60+	32.5%	26.8%	40.8%
	<b>Rate: Availability of parking near the center (downtown) of your community</b>		
	Satisfied	Neutral	Unsatisfied
50-59	18.4%	24.8%	56.8%
60+	22.4%	29.4%	48.2%
	<b>Rate: Enough designated parking spots for people with disabilities placard</b>		
	Satisfied	Neutral	Unsatisfied
50-59	29.6%	51.2%	19.2%
60+	27.4%	50.0%	22.6%
	<b>Rate: Ramps are available to get into businesses and public buildings</b>		
	Satisfied	Neutral	Unsatisfied
50-59	23.8%	58.7%	17.5%
60+	26.7%	57.3%	16.0%
	<b>Rate: Ramps are in good condition to get into businesses and public buildings</b>		
	Satisfied	Neutral	Unsatisfied
50-59	22.4%	64.8%	12.8%
60+	26.7%	63.3%	10.0%
	<b>Rate: Doors to public buildings and businesses are easy to open</b>		
	Satisfied	Neutral	Unsatisfied
50-59	36.0%	44.8%	19.2%
60+	35.8%	50.0%	14.2%
	<b>Rate: Clear, easy-to-read signs</b>		
	Satisfied	Neutral	Unsatisfied
50-59	60.0%	32.8%	7.2%
60+	65.6%	30.0%	4.4%
	<b>Rate: Clean and accessible public restrooms to accommodate people with different physical abilities</b>		

	Satisfied	Neutral	Unsatisfied
50-59	40.0%	39.2%	20.8%
60+	35.7%	53.1%	11.2%

**Figure 6 - Please describe your level of mobility (ability to walk and get around)**

	Walk unassisted	I use a cane or walker	I walk unassisted with difficulty
50-59	97.6%	0.8%	1.6%
60+	86.9%	8.1%	5.1%

**Figure 7**

	How do you usually travel... Drive yourself	
	Yes	No
50-59	91.3%	8.7%
60+	84.1%	15.9%
	How do you usually travel... Have others drive you	
	Yes	No
50-59	4.7%	95.3%
60+	10.5%	89.5%
	How do you usually travel... Walk	
	Yes	No
50-59	31.5%	68.5%
60+	24.3%	75.7%
	How do you usually travel... Ride a bike	
	Yes	No
50-59	14.2%	85.8%
60+	6.3%	93.7%
	How do you usually travel... Use public transportation	
	Yes	No
50-59	3.1%	96.9%
60+	4.2%	95.8%
	How do you usually travel... Take a taxi/cab	
	Yes	No
50-59	2.4%	97.6%
60+	3.3%	96.7%
	How do you usually travel... Special transportation service, such as one for seniors or people with disabilities	
	Yes	No
50-59	0.0%	100.0%
60+	2.9%	97.1%
	How do you usually travel... Other	
	Yes	No
50-59	3.1%	96.9%
60+	5.4%	94.6%

Figure 8	Is transportation a problem for you?	
	Yes	No
50-59	21.0%	79.0%
60+	12.1%	87.9%

Figure 9	Why is transportation a problem? Money is an issue	
	Yes	No
50-59	19.2%	80.8%
60+	10.7%	89.3%
	Why is transportation a problem? No vehicle	
	Yes	No
50-59	7.7%	92.3%
60+	14.3%	85.7%
	Why is transportation a problem? No public transportation	
	Yes	No
50-59	11.5%	88.5%
60+	25.0%	75.0%
	Why is transportation a problem? I get rides, but I don't like to ask	
	Yes	No
50-59	15.4%	84.6%
60+	17.9%	82.1%
	Why is transportation a problem? I have mobility issues	
	Yes	No
50-59	0.0%	100.0%
60+	28.6%	71.4%
	Why is transportation a problem? Traffic	
	Yes	No
50-59	15.4%	84.6%
60+	17.9%	82.1%

Figure 10	Importance in community: Accessible, convenient, and affordable public transportation		
	Very important	Somewhat important	Not very important
50-59	66.4%	24.8%	8.8%
60+	65.9%	31.9%	2.2%
	Importance in community: Transportation services for people with disabilities and older adults.		
	Very important	Somewhat important	Not very important
50-59	82.4%	14.4%	3.2%
60+	81.0%	19.0%	0.0%
	Importance in community: Well-maintained and well-lit streets and intersections for all users		
	Very important	Somewhat important	Not very important

	Very important	Somewhat important	Not very important
50-59	85.6%	13.6%	0.8%
60+	84.2%	14.5%	1.3%
	<b>Importance in community: Easy to read traffic signs</b>		
	Very important	Somewhat important	Not very important
50-59	79.2%	18.4%	2.4%
60+	80.1%	18.2%	1.7%

<b>Figure 11</b>	<b>Importance in ability to travel: Knowing someone who can offer a ride</b>		
	Very important	Somewhat important	Not very important
50-59	27.4%	32.9%	39.7%
60+	36.0%	32.4%	31.7%
	<b>Importance in ability to travel: Availability of transportation (convenience of services/times)</b>		
	Very important	Somewhat important	Not very important
50-59	43.9%	31.7%	24.4%
60+	35.9%	40.8%	23.2%
	<b>Importance in ability to travel: Affordability</b>		
	Very important	Somewhat important	Not very important
50-59	54.1%	29.4%	16.5%
60+	36.7%	38.8%	24.5%
	<b>Importance in ability to travel: Physical limitations or the need to transport a wheelchair or other equipment</b>		
	Very important	Somewhat important	Not very important
50-59	35.2%	25.9%	38.9%
60+	33.3%	28.1%	38.5%
	<b>Importance in ability to travel: Weather conditions</b>		
	Very important	Somewhat important	Not very important
50-59	38.0%	42.0%	20.0%
60+	48.7%	32.8%	18.5%
	<b>Importance in ability to travel: Darkness</b>		
	Very important	Somewhat important	Not very important
50-59	34.0%	28.0%	38.0%
60+	30.8%	46.2%	23.1%
	<b>Importance in ability to travel: Having a valid driver's license/being able to drive</b>		
	Very important	Somewhat important	Not very important
50-59	86.3%	11.6%	2.1%
60+	93.2%	4.5%	2.3%

<b>Figure 12</b>	<b>50-59</b>	<b>60+</b>
How many times per month do you go to medical appointments?	0.820	1.279
How many times per month do you go for a walk or to a group exercise program?	14.184	12.715
How many times per month do you go out to do errands (e.g. banking or shopping)?	13.649	12.200
How many times per month do you go to socialize?	6.861	6.592

<b>Figure 13</b>	<b>What is your current living situation?</b>						
	Single family dwelling	Apartment/condominium	Retirement community	Assisted living	Extended family's home	Public housing	Other
50-59	83.3%	13.5%	0.8%	0.0%	0.8%	0.0%	1.6%
60+	79.9%	8.5%	5.6%	0.4%	0.4%	4.7%	0.4%

<b>Figure 14</b>	<b>What might cause you to move? Lack of financial resources</b>	
	Yes	No
50-59	33.9%	66.1%
60+	24.7%	75.3%
	<b>What might cause you to move? Inability to do maintenance/lack of assistance needed</b>	
	Yes	No
50-59	45.7%	54.3%
60+	45.2%	54.8%
	<b>What might cause you to move? Prefer to move to a smaller home or senior community</b>	
	Yes	No
50-59	30.7%	69.3%
60+	27.2%	72.8%
	<b>What might cause you to move? Lack of family support</b>	
	Yes	No
50-59	16.5%	83.5%
60+	11.7%	88.3%
	<b>What might cause you to move? Distance of home from services such as grocery, medical, social</b>	
	Yes	No
50-59	20.5%	79.5%
60+	17.6%	82.4%
	<b>What might cause you to move? Home modifications needed</b>	
	Yes	No
50-59	18.1%	81.9%
60+	11.7%	88.3%

	<b>What might cause you to move? Health challenges</b>	
	Yes	No
50-59	29.1%	70.9%
60+	50.2%	49.8%
	<b>What might cause you to move? Mobility challenges</b>	
	Yes	No
50-59	22.8%	77.2%
60+	36.8%	63.2%
	<b>What might cause you to move? Other</b>	
	Yes	No
50-59	21.3%	78.7%
60+	13.8%	86.2%

<b>Figure 15</b>	<b>Do you think there are sufficient senior housing options for residents 50 and older?</b>		
	Yes	No	Don't know
50-59	9.7%	43.5%	46.8%
60+	14.7%	42.2%	43.1%

<b>Figure 16 (Mean Rank)</b>	<b>50-59</b>	<b>60+</b>
If you choose to move...single level apartment or condo	1.36	1.57
If you choose to move...Senior community housing with single-level living for all income levels	2.49	2.15
If you choose to move...Multi-generational housing community	2.46	2.42
If you choose to move... House-sharing (non-related people sharing one home)	3.48	3.71

<b>Figure 17</b>	<b>In an average month, how frequently do you spend time with family not residing with you, friends, or neighbors in the Bar Harbor area?</b>					
	Once a day or more	Several times each week	Once a week	Every few weeks	Less than once a month	Never
50-59	4.9%	33.6%	23.8%	15.6%	17.2%	4.9%
60+	8.6%	44.2%	17.6%	12.4%	12.0%	5.2%

<b>Figure 18</b>	<b>Which of the following are available/do you attend? Activities that offer senior discounts</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	Not available, not important
50-59	6.2%	50.4%	12.4%	31.0%
60+	34.7%	47.0%	6.8%	11.4%

	<b>Which of the following are available/do you attend? Accurate &amp; publicized info about social/rec activities</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	Not available, not important
50-59	37.6%	41.9%	7.7%	12.8%
60+	53.2%	33.9%	10.1%	2.8%
	<b>Which of the following are available/do you attend? Formal recreational opportunities</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	Not available, not important
50-59	27.2%	50.0%	8.8%	14.0%
60+	37.3%	52.0%	6.4%	4.4%
	<b>Which of the following are available/do you attend? Opportunities to volunteer</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	Not available, not important
50-59	40.7%	47.5%	3.4%	8.5%
60+	55.1%	40.2%	1.4%	3.3%
	<b>Which of the following are available/do you attend? Social or Hobby Clubs</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	Not available, not important
50-59	15.3%	66.9%	8.5%	9.3%
60+	25.7%	63.8%	5.0%	5.5%
	<b>Which of the following are available/do you attend? Acadia National Park</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	Not available, not important
50-59	94.4%	3.2%	1.6%	0.8%
60+	93.0%	7.0%	0.0%	0.0%

<b>Figure 19</b>	If you would like to socialize more, what prevents you? Mobility issues or health	
	Yes	No
50-59	4.3%	95.7%
60+	10.6%	89.4%
	If you would like to socialize more, what prevents you? No one to go with me	
	Yes	No
50-59	22.9%	77.1%
60+	14.8%	85.2%
	If you would like to socialize more, what prevents you? Find out too late	



	Yes	No
50-59	30.0%	70.0%
60+	21.8%	78.2%
	If you would like to socialize more, what prevents you? Not much to do here	
	Yes	No
50-59	10.0%	90.0%
60+	9.9%	90.1%
	If you would like to socialize more, what prevents you? Timing of events	
	Yes	No
50-59	30.0%	70.0%
60+	32.4%	67.6%
	If you would like to socialize more, what prevents you? Too costly	
	Yes	No
50-59	14.3%	85.7%
60+	12.7%	87.3%
	If you would like to socialize more, what prevents you? Lack of transportation	
	Yes	No
50-59	2.9%	97.1%
60+	4.9%	95.1%
	If you would like to socialize more, what prevents you? Other	
	Yes	No
50-59	27.1%	72.9%
60+	19.7%	80.3%

Figure 20	Do you feel that older residents are respected in your community?				
	Yes	Most of the time	Some of the time	Not usually	No
50-59	38.4%	43.2%	14.4%	2.4%	1.6%
60+	44.3%	41.2%	12.7%	0.9%	0.9%

Figure 21	Have you ever been treated disrespectfully because of your age?	
	Yes	No
50-59	13.4%	86.6%
60+	12.4%	87.6%

Figure 22	If you have been treated disrespectfully because of your age, by whom? Business owner or staff	
	Yes	No
50-59	41.2%	58.8%
60+	58.6%	41.4%
	If you have been treated disrespectfully because of your age, by whom? Someone working/volunteering for a local org.	

	Yes	No
50-59	0.0%	100.0%
60+	3.4%	96.6%
	<b>If you have been treated disrespectfully because of your age, by whom? A social service provider</b>	
	Yes	No
50-59	0.0%	100.0%
60+	3.4%	96.6%
	<b>If you have been treated disrespectfully because of your age, by whom? A municipal employee</b>	
	Yes	No
50-59	11.8%	88.2%
60+	10.3%	89.7%
	<b>If you have been treated disrespectfully because of your age, by whom? A family member</b>	
	Yes	No
50-59	0.0%	100.0%
60+	6.9%	93.1%
	<b>If you have been treated disrespectfully because of your age, by whom? Children or teenagers</b>	
	Yes	No
50-59	41.2%	58.8%
60+	13.8%	86.2%
	<b>If you have been treated disrespectfully because of your age, by whom? Medical personnel</b>	
	Yes	No
50-59	0.0%	100.0%
60+	10.3%	89.7%
	<b>If you have been treated disrespectfully because of your age, by whom? Does not apply</b>	
	Yes	No
50-59	17.6%	82.4%
60+	13.8%	86.2%

<b>Figure 23</b>	<b>Which of the following are available? Range of flexible job opportunities for older adults</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	I don't know
50-59	11.4%	13.8%	14.6%	60.2%
60+	10.3%	22.8%	11.6%	55.4%
	<b>Which of the following are available? Job training opportunities to learn new skills</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	I don't know
50-59	3.3%	15.6%	13.1%	68.0%
60+	0.9%	22.1%	10.4%	66.7%
	<b>Which of the following are available? Range of volunteer opportunities</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	I don't know
50-59	31.7%	44.7%	1.6%	22.0%
60+	49.3%	32.3%	1.8%	16.6%

	<b>Which of the following are available? Opportunities to participate in local government</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	I don't know
50-59	16.7%	60.8%	0.8%	21.7%
60+	22.8%	56.3%	1.8%	19.2%
	<b>Which of the following are available? Opportunities to participate in decision making in community orgs</b>			
	Available, I use	Available, I don't use	Not available, I wish it was	I don't know
50-59	28.7%	44.3%	2.5%	24.6%
60+	33.5%	45.1%	1.8%	19.6%

<b>Figure 24</b>	<b>How do you receive news and information about Town Government? Newspaper</b>	
	Yes	No
50-59	76.1%	23.9%
60+	82.9%	17.1%
	<b>How do you receive news and information about Town Government? Town website</b>	
	Yes	No
50-59	25.6%	74.4%
60+	22.4%	77.6%
	<b>How do you receive news and information about Town Government? Social media</b>	
	Yes	No
50-59	50.4%	49.6%
60+	32.5%	67.5%
	<b>How do you receive news and information about Town Government? Local access television channel</b>	
	Yes	No
50-59	9.4%	90.6%
60+	15.4%	84.6%
	<b>How do you receive news and information about Town Government? Word of mouth</b>	
	Yes	No
50-59	48.7%	51.3%
60+	54.4%	45.6%

<b>Figure 25</b>	<b>How do you get information about community and social events? Newspaper</b>	
	Yes	No
50-59	63.0%	37.0%
60+	79.8%	20.2%

	<b>How do you get information about community and social events? Internet (Social Media/Facebook)</b>	
	Yes	No
50-59	63.8%	36.2%
60+	37.8%	62.2%
	<b>How do you get information about community and social events? TV</b>	
	Yes	No
50-59	9.4%	90.6%
60+	15.5%	84.5%
	<b>How do you get information about community and social events? Radio</b>	
	Yes	No
50-59	12.6%	87.4%
60+	11.3%	88.7%
	<b>How do you get information about community and social events? Friends</b>	
	Yes	No
50-59	39.4%	60.6%
60+	56.7%	43.3%
	<b>How do you get information about community and social events? Other</b>	
	Yes	No
50-59	7.9%	92.1%
60+	5.5%	94.5%

<b>Figure 26</b>	<b>Do you have sufficient internet access?</b>	
	Yes	No
50-59	91.2%	8.8%
60+	93.5%	6.5%

<b>Figure 27</b>	<b>Does your health allow you to participate in:</b>			
	ALL activities that you need/desire to	MOST activities that you need/desire to	SOME activities that you need/desire to	VERY FEW activities that you need/desire to
50-59	71.4%	23.8%	4.8%	0.0%
60+	60.4%	30.8%	7.0%	1.8%

<b>Figure 28</b>	<b>When you need health services are you able to: Make an appointment with a provider</b>	
	Yes	No
50-59	92.1%	7.9%
60+	95.0%	5.0%
	<b>When you need health services are you able to: Have transportation to get to your appointment</b>	
	Yes	No
50-59	89.0%	11.0%
60+	86.2%	13.8%

	<b>When you need health services are you able to: Have insurance/ability to pay for the appointment</b>	
	Yes	No
50-59	84.3%	15.7%
60+	88.7%	11.3%
	<b>When you need health services are you able to: Obtain any medication/medical equipment that are needed/prescribed</b>	
	Yes	No
50-59	79.5%	20.5%
60+	83.3%	16.7%

<b>Figure 29</b>	<b>Have you been to the hospital this past year?</b>	
	Yes	No
50-59	37.6%	62.4%
60+	41.2%	58.8%

<b>Figure 30</b>	<b>Have you been to the hospital this past year? Emergency department</b>	
	Yes	No
50-59	57.4%	42.6%
60+	46.2%	53.8%

<b>Figure 31</b>	<b>Have you been to the hospital this past year? Hospital stay</b>	
	Yes	No
50-59	17.0%	83.0%
60+	28.0%	72.0%

<b>Figure 32</b>	<b>Do you or your spouse need any of the following Community Support Services? Meals for Me</b>		Total
	Available, I use	Available, I don't use	
50-59	0.0%	100.0%	100.0%
60+	7.1%	92.9%	100.0%
	<b>Do you or your spouse need any of the following Community Support Services? In-home health care</b>		No available, I wish it was
	Available, I use	Available, I don't use	
50-59	0.0%	95.7%	4.3%
60+	6.3%	93.7%	0.0%
	<b>Do you or your spouse need any of the following Community Support Services? Island Connections transportation services</b>		No available, I wish it was
	Available, I use	Available, I don't use	
50-59	6.9%	89.7%	3.4%
60+	9.7%	90.3%	0.0%

	<b>Do you or your spouse need any of the following Community Support Services?</b>		
	<b>Help with housework</b>		
	Available, I use	Available, I don't use	No available, I wish it was
50-59	12.0%	72.0%	16.0%
60+	28.1%	66.3%	5.6%
	<b>Do you or your spouse need any of the following Community Support Services?</b>		
	<b>Help with home maintenance</b>		
	Available, I use	Available, I don't use	No available, I wish it was
50-59	9.7%	51.6%	38.7%
60+	35.1%	42.6%	22.3%

<b>Figure 33</b>	<b>Which needs the most work to make Bar Harbor a place where you can remain as you age? Recreation</b>	
	Yes	No
50-59	19.7%	80.3%
60+	13.8%	86.2%
	<b>Which needs the most work to make Bar Harbor a place where you can remain as you age? Transportation</b>	
	Yes	No
50-59	49.6%	50.4%
60+	38.1%	61.9%
	<b>Which needs the most work to make Bar Harbor a place where you can remain as you age? Housing</b>	
	Yes	No
50-59	65.4%	34.6%
60+	49.8%	50.2%
	<b>Which needs the most work to make Bar Harbor a place where you can remain as you age? Respect &amp; social inclusion</b>	
	Yes	No
50-59	10.2%	89.8%
60+	11.7%	88.3%
	<b>Which needs the most work to make Bar Harbor a place where you can remain as you age? Employment</b>	
	Yes	No
50-59	25.2%	74.8%
60+	10.9%	89.1%
	<b>Which needs the most work to make Bar Harbor a place where you can remain as you age? Communication and information</b>	
	Yes	No
50-59	20.5%	79.5%
60+	23.4%	76.6%

	Which needs the most work to make Bar Harbor a place where you can remain as you age? Community support and health services	
	Yes	No
50-59	34.6%	65.4%
60+	30.5%	69.5%